

Eventide®

Communications Division

MediaWorks User Manual

- Models VR615, VR725, and VR778
- Atlas Recorder Software v1.9.5 or later

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Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a particular release, see the product release notes on the Eventide company website.

May 26, 2010

Part Number	SW	Description
141114-04	v1.9.5	<p><i>MediaWorks User Manual v1.9.5.</i></p> <p>Added support for client-based label printers that connect to a Windows PC and print through Eventide MediaWorks. Changes include:</p> <ul style="list-style-type: none">• Section 3.2.3. Tools Menu: Added Archive List item to Tools menu.• Section 4.11. Printing Labels: Added new section describing Archive List label printing. <p>Made various corrections, changes, and improvements.</p>

January 29, 2010

Part Number	SW	Description
141114-03	v1.9.2	<p>Revised information about the Record View Menu (included “Add to incident” menu item) in the following section:</p> <ul style="list-style-type: none">• Section 4.4.3. Record View Menu Options. <p>Revised information about the Playback Settings in the following section:</p> <ul style="list-style-type: none">• Section: 4.4.4. The Timeline View



October 28, 2009

Part Number	SW	Description
141114-02	v1.9.1	<p>Clarified the use of the Play button and Space bar in the following sections:</p> <ul style="list-style-type: none">• Section: 2.3. Retrieving and Playing a Record• Section: 4.4.5. Playing Audio or Video Records <p>Revised the following sections to reflect minor changes to the exporting record data information:</p> <ul style="list-style-type: none">• Section 3.2.4. Playback Menu• Section 4.5. Exporting Record Data from an Incident <p>Added information about attaching files to an email:</p> <ul style="list-style-type: none">• Section 4.7. Attaching Files to an Email

May 20, 2009

Part Number	SW	Description
141114-01	v1.9.0	<p>Initial version of this document. Much of the information in this document was previously in the <i>MediaWorks v1.8 User Manual</i> (published July 10, 2008).</p> <p>Global changes:</p> <ul style="list-style-type: none">• Standardized the page design and presentation of information.• Reorganized content to improve clarity and understanding. <p>Changes and additions for v1.9:</p> <ul style="list-style-type: none">• Video – added information to support this feature. See Section 4.4.5. Playing Audio or Video Records.• Redaction – added new information to support this feature. See 4.4.4. The Timeline View.• Grouped Playback – added new information to support this feature. See Section 4.4.7. Playback Modes.• Export Media – added new information to support this feature. See Sections 4.5. Exporting Record Data from an Incident and 4.6. Exporting Record Data from Instant Recall.

Notice Regarding Prior Documents

Revision history was not tracked for documents prior to May 20, 2009 (141114-01, v1.9.0).





1. MediaWorks Overview

The Eventide® MediaWorks™ application allows you to search for, retrieve, and monitor audio and video recording data from Eventide® Atlas™ Recorders. You can locate records by browsing or by searching. When searching for records, the use of filters allows you to refine your search. Once found, you will be able to arrange your records into incidents, listen to, and export their data, or burn the data to a CD.

Note: The term video applies to both screen capture data and video data.

MediaWorks uses a simple but powerful layout scheme for its application windows. Most of the functionality in MediaWorks is controlled from a single top-level window. Advanced users can open multiple top-level windows if necessary. Each top-level window provides a tabbed interface, where each tab supports a distinct task such as Browsing, Searching, or Instant Recall. The organization of your windows is optionally saved into layouts, which can be retrieved at any time. These custom layouts, as well as the last window configuration used are remembered by MediaWorks between sessions.

The primary MediaWorks user interface is the Main Window (see Section 1.1. The Main Window). In addition, MediaWorks includes a Menu Bar (see Section 3.2. The Menu Bar) containing a number of items that let you quickly perform tasks.

The **Tools** menu (see Section 3.2.3. Tools Menu) on the Menu Bar includes an item called **Options**, which provides important capabilities for using the MediaWorks application (see Section 3.3. Tools: Options).

The **Tools** menu also includes an item called **Archive List** which allows you to print labels for archived data (see Section 4.11. Printing Labels).

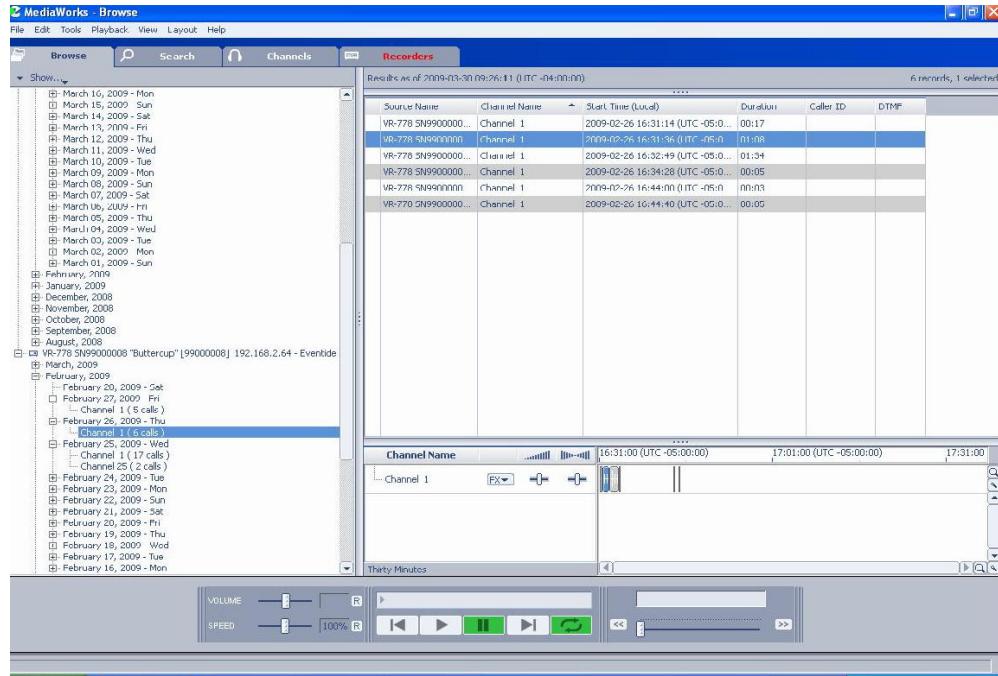
1.1. The Main Window

The Main window, Figure 1, is the primary workspace for interfacing to a recorder using MediaWorks. You can open as many windows as needed. The Main window uses tabs located across the top of the window to organize information into different views. Clicking on a tab will cause that tab to be active. The default Main window contains a:



- Browse tab (see Section 4.1.1. Browsing for Records)
- Search tab (see Section 4.1.2. Searching for Records)
- Channels tab (see Section 4.9.1. Channels Tab)
- Recorders tab (see Section 4.9.3. Recorders Tab)

Figure 1. MediaWorks Main Window





2. Getting Started

The following topics provide information about installing the MediaWorks software and helping you to quickly understand and begin using the MediaWorks application.

2.1. Installing MediaWorks

From the Eventide Client software CD, double-click on the installation MSI file. This will launch the MediaWorks Installer. Follow the prompts to install the MediaWorks application.

By default, MediaWorks will install to the *Eventide/MediaWorks* directory where it is accessible to all users on your system. This version of MediaWorks can be installed over previous installations.

You may change the location by clicking the Browse button and selecting a new location, but it is recommended that you accept the default installation location.

When the installation is complete, a MediaWorks icon will display on your desktop. Additionally, during installation a *.mediaworks* directory is created in your User Documents and Settings directory.

Note: If this is an upgrade installation, all previous configuration files will automatically be upgraded the first time MediaWorks is run.

2.2. Starting MediaWorks and Adding a Source

When starting MediaWorks for the first time, a prompt similar to the following is displayed:

There are no active sources. Would you like to create some?

You will enter at least one Eventide Atlas Recorder or Eventide DIR911t Recorder as a source in the following instructions.

Select **Yes** and the Options screen, Figure 2, is displayed with the **Add source** dialog box open (Figure 3).



Figure 2. Options Screen

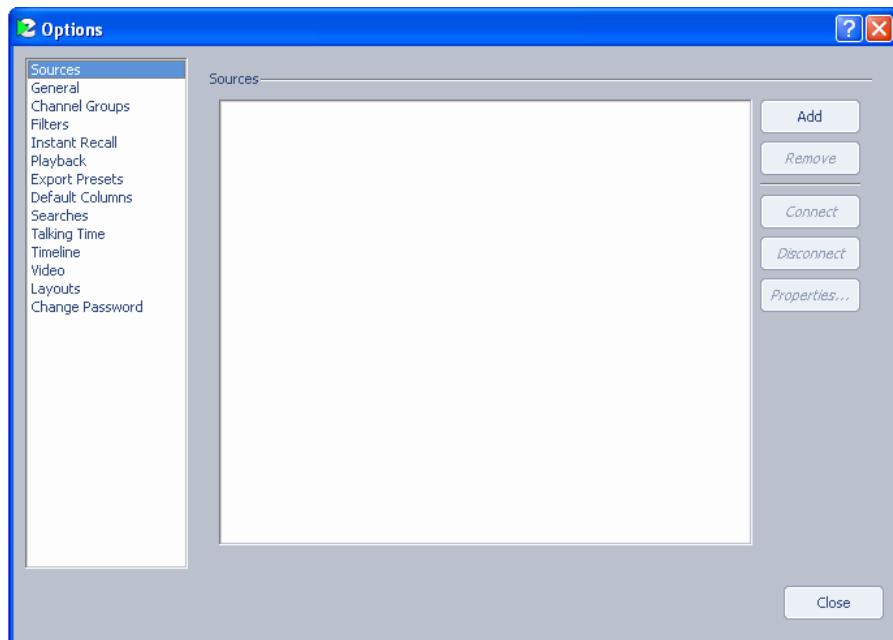


Figure 3. Add Source



If the **Add source** dialog box is not open, select **Sources** from the list in the box on the left side of the Options screen, and click the **Add** button.

To add a recorder as a source, enter the following information:

1. Enter the IP address or host name of the recorder in the **Server** box.
2. Enter a defined login name in the **User** box.
3. Enter the password in the **Password** box.
4. If you would like MediaWorks to remember your password, check the **Remember Password** box.



5. Click the **OK** button. If the information you entered is correct and the source is accessible, MediaWorks will connect to the source and it will be listed in the Sources box.
6. After connecting to a source, close the **Options** dialog box.

Note: After your MediaWorks session, if you did not check the **Remember Password** box, each time you start MediaWorks you will be prompted to reconnect to a source (or sources) to which you had previously been connected. At each prompt, enter the password to connect to the respective source.

For more information about adding a source, refer to 3.3.1. Sources Options.

2.3. Retrieving and Playing a Record

The quickest way to locate records is from the Browse tab in the Main Window (see Section 1.1. The Main Window). When the Browse tab is selected, the pane on the left contains a list of recordings under the connected source and the date on which they were recorded. Clicking on the box to the left of a recorder drops down a list of dates. The sign in the box changes from a + to a -. Clicking on the box to the left of a date drops down a list of all the channels for that date in which one or more calls were recorded. Selecting a particular channel causes all of the records for that channel to be displayed in the upper right Record pane (see Section 4.4.2. The Record View) of the Main Window. In addition, a ‘timeline’ representation of all records on that channel, organized by start time, is displayed in the lower right hand pane (see Section 4.4.4. The Timeline View) of the window. For additional information about locating records, see Section 4.1.1. Browsing for Records and Section 4.1.2. Searching for Records.

Once the records are displayed, press the **Play** button located in the Playback console (see Section 4.4.6. The Playback Console) at the bottom of the window. The first record in the list will begin playing. To play a different record, highlight the new record in the upper right pane and press the Enter key or double-click on the new record. The graphic representation of the record will then also be highlighted in the lower right Timeline pane. Information about the record will be displayed continually in a box above the Playback controls. You can adjust the volume and playback speed of the record using the sliders to the left of the Playback controls. For additional information about playing records, see Section 4.4.5. Playing Audio or Video Records.

Once you have retrieved records, a number of options are available. In addition to listening to the audio or viewing the video, you can export the data to disk. See Section 4.5. Exporting Record Data from an Incident or Section 4.6. Exporting Record Data from Instant Recall. You can also burn the records to CDs; see Section 4.8. Creating CDs.

Other tools are also available within MediaWorks, including:

- Live channel monitoring (see Section 4.9.1. Channels Tab)



- Instant recall (see Section 4.9.2. Instant Recall Tab)
- Alarm monitoring (see Section 4.9.3. Recorders Tab)
- Archive Label Printing (see Section 4.11. Printing Labels)





3. *MediaWorks User Interface*

The information about the MediaWorks user interface includes:

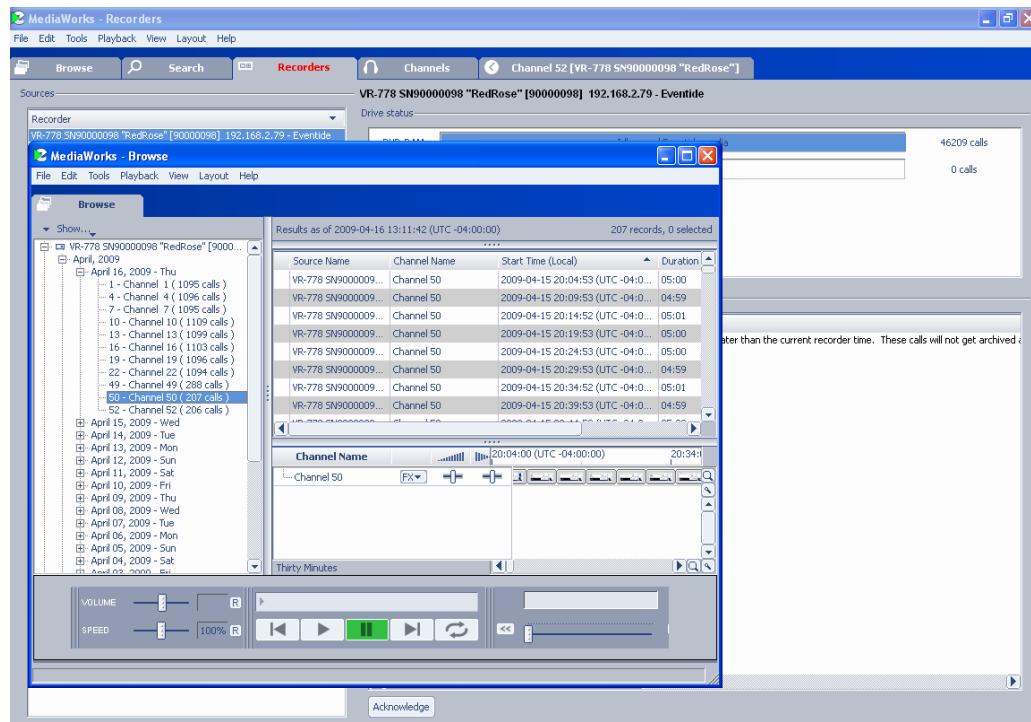
- Section 3.1. Working with Windows and Tabs
- Section 3.2. The Menu Bar
- Section 3.3. Tools: Options

3.1. Working with Windows and Tabs

When you first start MediaWorks, only one top-level window will be shown. For most of the tasks you will perform with MediaWorks, this will be sufficient. For more flexibility multiple top-level windows can be created, Figure 4. To create a new top-level window, select **New Window** from the **File** menu, or press **Ctrl-n**. Top-level windows can be closed by clicking on the X in the top right corner of the window, or by pressing **Alt-F4**.



Figure 4. Multiple Top-Level Windows



Note: When the last top-level window is closed, the application will quit.

To quit MediaWorks while multiple top-level windows are open, select **Exit** from the **File** menu or press **Ctrl-q**. When MediaWorks is restarted, it will restore the last known window configuration.

Each MediaWorks window contains one or more tabs. By default, a **Browse** tab will be created when a new window is opened. Each tab corresponds to one of the major functions of MediaWorks: **Browse**, **Search**, **Incident**, **Channels**, **Instant Recall**, or **Recorders**. To open a new tab, select **New Tab** from the **File** menu. A submenu will appear with a list of possible tasks. Select a task from the submenu or press the corresponding hotkey. A new tab will appear containing the task.

To switch between tasks (tabs), simply click on the desired tab (or press **Ctrl-Tab**) to navigate forward or backward between tabs. When finished with a task, close the tab by right-clicking the tab and selecting **Close Tab** from the menu.

Note: You cannot close all tabs in a window; there must be at least one tab remaining.

The Tab menu also includes other options. Select **Close Other Tabs** to close all other tabs except the one on which you have clicked. Select **Detach Tab** to remove the tab from the window in which it is currently located and place it in a new top-level window.

If you are using multiple top-level windows, an additional Tab menu item will be available. By selecting **Move To...**, MediaWorks will present a list of all other



top-level windows. By selecting one, the current tab will be moved to the selected window.

You can also change the order of tabs within a window, or between windows. To change the position of a tab within a window, click on and hold the tab. While holding the tab, drag it to the left or right. A green arrow will appear to assist you in positioning the tab. Release the mouse button over the desired spot in the window and the tab will be moved to its new location. You can use the same drag-and-drop technique to move a tab from one top-level window to another.

Hint: When using drag and drop, select the destination by pointing the **tip** of the cursor directly at a tab and then move it to the left or right until the cursor changes and a green arrow appears. Then drop it into position.

3.1.1. Layouts

Advanced users of MediaWorks can take advantage of 'layouts' to save and restore frequently used window configurations. All aspects of the window configuration are saved when you create a layout, including the size and position of windows as well as the number of tabs that are open.

Saving a Layout

To save a layout, select **Store Windows As** from the **Layout** menu. A submenu will appear listing possible layout numbers from 1 to 10. Select the desired layout number and MediaWorks will save your current window configuration in that slot.

You can also rename your layout by selecting **Rename Layout** from the **Layout** menu. Select the layout you wish to rename from the list and the **Rename Layout** dialog will appear. Enter the new layout name in the box and click the **OK** button.

Restoring a Layout

To restore a layout, select **Layout** from the Menu bar and then select the desired layout number (or layout name) from the drop-down list. All of the MediaWorks windows will close and your selected layout will be restored.

Note: MediaWorks will remember the last window configuration, as well as your saved layouts, when it closes. There is no need to save a layout each time MediaWorks is run. When MediaWorks restarts, it will automatically restore the last window configuration.



Importing and Exporting a Layout

To import a layout or to export a layout to a file, see Section 3.3.13. Layouts Options.

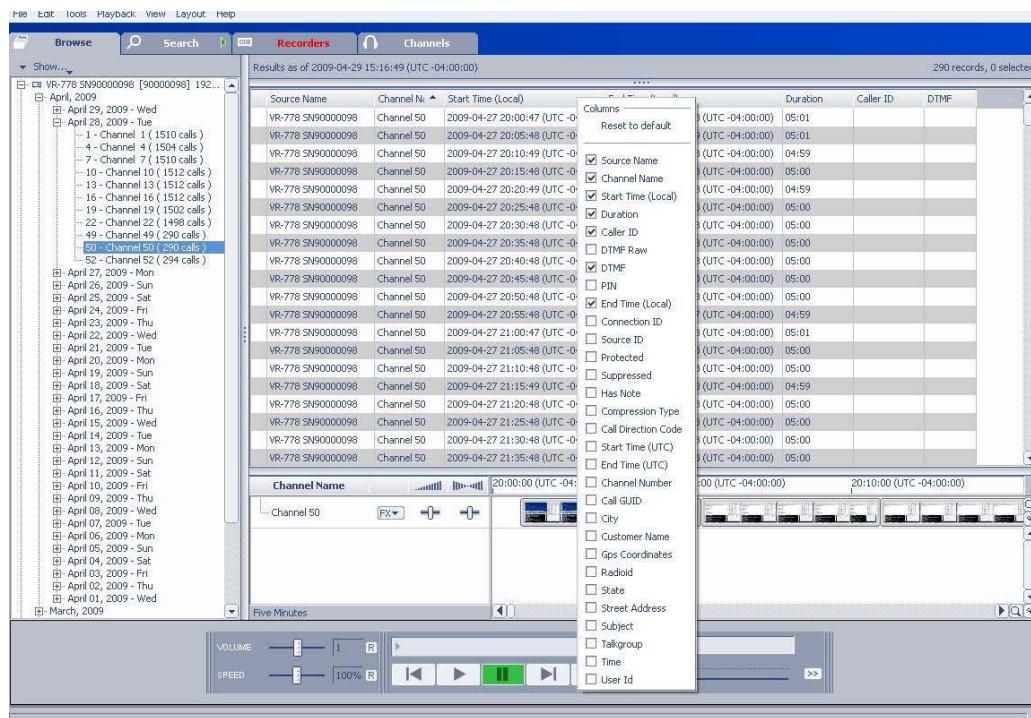
3.1.2. Columns

Any data displayed in tabular format, particularly lists of records available in the Browse, Search, Incident, and Channel tabs, can be sorted in ascending or descending order, if applicable, by clicking on the header for that column. An indicator arrow will appear in that column indicating the sort direction. To change the sort direction, click on the column header again.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse, drag the column header to a new position, then release the mouse. The column will then re-position itself.

The records in the Browse, Search, Incident, and Channel tabs can be further customized. Right-clicking on any area in the column headers displays a drop-down menu of possible column names, Figure 5. To add a new column, check the box of the associated column name. To remove an existing column, uncheck the box associated with that column name.

Figure 5. Column Drop-Down List



3.2. The Menu Bar

The Menu bar is located at the top of the MediaWorks window. A number of menu selections have shortcut keys associated with them and are displayed to the right of the menu selection. Also, if a menu selection includes an associated shortcut key, the shortcut key is shown parenthetically in the following descriptions.

The Menu bar includes the following menu items:

3.2.1. File Menu

Selecting **File** from the Menu Bar provides the following menu items:

New Window (Ctrl+N)

The **New Window** menu item opens a new top-level window. By default, the new window will contain a single Browse tab.

New Tab

The **New Tab** menu item opens a new tab in the active top-level window. Choose a tab name from the list that appears. The list includes:

- Browse (Ctrl+B)
- Search (Ctrl+T)
- Incident (Ctrl+I)
- Channels (Ctrl+L)
- Instant Recall (Ctrl+R)
- Recorders (Ctrl+E)

Open Incident... (Ctrl+O)

The **Open Incident...** menu item opens an existing local or remote incident in a new tab on the currently active top-level window.

Close Tab (Ctrl+W)

This menu item closes the active tab on the active top-level window. You cannot close the last tab on a window.



Save Incident (Ctrl+S)

The **Save Incident** menu item saves the active incident. If an Incident tab is not active, this option is not available.

Save Incident As... (Ctrl+Alt+S)

This menu item saves a copy of the active incident by prompting for a new incident name. If an Incident tab is not active, this option is not available.

Save All (Ctrl+Shift+S)

Selecting the **Save All** menu item saves all open incidents in all windows.

Print Records...

This menu item opens the **Print Records** dialog box allowing you to print the current list of records. If a list of records is not in the active tab, this option is not available.

More Reports...

This menu item opens the **Reports** dialog box allowing you to print the following types of reports:

- Channel Activity Summary
- Daily Statistics Summary
- Channel Activity

Exit (Ctrl+Q)

Selecting the **Exit** menu item closes all top-level windows and exits the MediaWorks program.

3.2.2. Edit Menu

Selecting **Edit** from the Menu Bar provides the following menu items:

Select All (Ctrl+A)

The **Select All** menu item selects all records in the active tab.



Delete (Ctrl+D)

Selecting the **Delete** menu item deletes the selected records on the active Incident tab. If an Incident tab is not active, this option is not available.

Incident Properties (Ctrl+J)

The **Incident Properties** menu item invokes the **Incident Properties** dialog box on the active Incident tab. If an Incident tab is not active, this option is not available.

New Incident from Selected Records (Ctrl+Shift+I)

This menu item creates a new Incident tab in the active window containing all the selected records. If a list of records is not available in the active tab, this option is not available.

Set Loop Start to Current Time (Ctrl+[)

This selection sets the “loop start” point to the value of the current playback time. This is only available on those tabs that can play audio from a record.

Set Loop End to Current Time (Ctrl+])

This selection sets the “loop end” point to the value of the current playback time. This is only available on those tabs that can play audio from a record

Set Export Start to Current Time (Ctrl+Shift+[,])

This selection sets the “export start” point to the value of the current playback time. This is only available on those tabs that can play audio from a record

Set Export End to Current Time (Ctrl+Shift+]),[)

This selection sets the “export end” point to the value of the current playback time. This is only available on those tabs that can play audio from a record

3.2.3. Tools Menu

Selecting **Tools** from the Menu Bar provides the following menu items:

Refresh (F5)

The **Refresh** menu item refreshes the list of records in the active tab.



Stop (Esc key)

Selecting **Stop** halts a record refresh that may be in progress.

Save Search... (Ctrl+Shift+T)

The **Save Search** menu item saves the current search filters and prompts for a search name. If the active tab is not a Search tab, this option is not available.

Load Search

This menu item loads a named search from a submenu into the active Search tab. If the active tab is not a Search tab, this option is not available.

Create CD... (Ctrl+Y)

This menu item opens the **Create CD** dialog box for the current list of records.

Create CD Using Preset

This menu item displays a list of configured presets for creating CDs. If one or more presets have not been defined, nothing will be displayed.

Export... (Ctrl+Shift+Y)

This menu item opens the **Export Media** dialog box for the current list of records. See Sections 4.5. Exporting Record Data from an Incident and 4.6. Exporting Record Data from Instant Recall for additional information.

Export Media Using Preset

This menu item displays a list of configured presets for exporting media. If one or more presets have not been defined, nothing will be displayed.

Email...

This menu item opens the **Attach files to email** dialog box for the current list of records. See Section 4.7. Attaching Files to an Email for additional information.

Email Media Using Preset

This menu item displays a list of configured presets for attaching files to emails. If one or more presets have not been defined, nothing will be displayed.



Archive List

This menu item displays a list of connected recorders and their archive histories, allowing you to print labels that contain identifying information for the archive. For information on printing labels, see Section 4.11. Printing Labels.

Options...

The **Options...** menu item opens the MediaWorks **Options** dialog box, where various applications settings can be adjusted. For additional information about the **Options** dialog box, see Section 3.3. Tools: Options.

3.2.4. Playback Menu

Selecting **Playback** from the Menu Bar provides the following menu items:

Toggle Playback (Space bar)

Checking the **Toggle Playback** box starts or stops playback. Starting or stopping playback in this way applies to either playback mode and applies to any tab. The space bar on the keyboard can also toggle playback on/off.

Start Sequential Playback (Return key)

The **Start Sequential Playback** menu item starts sequential playback on the selected record. If there is no selection, the first record in the list will begin playing.

Start Grouped Playback

The **Start Grouped Playback** menu item starts grouped playback on the selected records. Grouped playback is single play only and occurs when one record is related to another record in the database. For example, an audio record on one channel may have a related video record on another channel.

Start Mixed Playback (Shift+Return key)

The **Start Mixed Playback** menu item starts mixed playback on the selected record. If there is no selection, the first record in the list will begin playing.

Next Record (Shift+Right arrow)

In sequential mode, **Next Record** skips to the next record as listed in the record view. In mixed mode, **Next Record** skips to the start of the next record in time order.



Previous Record (Shift+Left arrow)

In sequential mode, **Previous Record** skips to the previous record as listed in the record view, or skips to the beginning of the current record, depending on the time that the current record has been playing. If the current record has been playing for less than 3 seconds, it will skip to the previous record. If the current record has been playing for more than 3 seconds, it will skip to the beginning of the currently playing record.

In mixed mode, **Previous Record** skips to the start of the previous record.

Skip Forward (Right arrow)

The **Skip Forward** menu item scrubs forward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing record.

Skip Back (Left arrow)

The **Skip Back** menu item scrubs backward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing record

Loop Playback

Checking the **Loop Playback** box loops playback between user-defined start and end looping points. In Sequential mode, if no user-defined start and end looping points have been set, the entire record will be looped. If start and end points have been set within the record, checking **Loop Playback** will initiate loopback between these two points.

In Mixed mode, if no user-defined start and end looping points have been set, the entire record set will be looped. If start and end points have been set within the record set, checking **Loop Playback** will initiate loopback between these two points.

Skip Inactive Audio/Video Periods

Checking the **Skip Inactive Audio/Video** box causes MediaWorks to skip inactive periods between records when playing in Mixed mode. In Mixed mode, MediaWorks always proceeds in time order and there may be large gaps of silence or no data separating records. By default, MediaWorks will skip over any gaps and begin playing the next record. Disabling this option will force MediaWorks to play the inactive periods in real time.



Talking Time

Checking the **Talking Time** box enables talking time during audio playback. Depending on the talking time options you have selected, MediaWorks will announce the time at various intervals while audio is being played. See Section 3.3.10. Talking Time Option for details on how to customize the behavior of talking time.

Single Play

Checking the **Single Play** box stops playback in sequential mode after the data finishes playing for a record. If disabled, playback continues to play each record, as listed in the record view, until the end of the list is reached.

3.2.5. View Menu

Selecting **View** from the Menu Bar provides the following menu items:

Follow Playback

Checking the **Follow Playback** box will cause the playback indicator to remain centered in the timeline as the record is playing.

Loop Markers

Checking the **Loop Markers** box enables the display of loop start/end points in the timeline.

Export Range Markers

Checking the **Export Range Markers** box enables the display of export start/end points in the timeline.

3.2.6. Layout Menu

Selecting **Layout** from the Menu Bar provides the following menu items:

Layout 1 (Ctrl+1)

Layout 2 (Ctrl+2)

-
-
-

Layout 9 (Ctrl+9)

Layout 10 (Ctrl+0)

This menu item activates a layout. There are slots for ten predefined layouts.



Store Windows As

The **Store Windows As** menu item saves all top-level windows into a layout for later recall.

Rename Layout

The **Rename Layout** menu item displays a Rename Layout dialog box which allows you to assign the layout a more descriptive name other than Layout x.

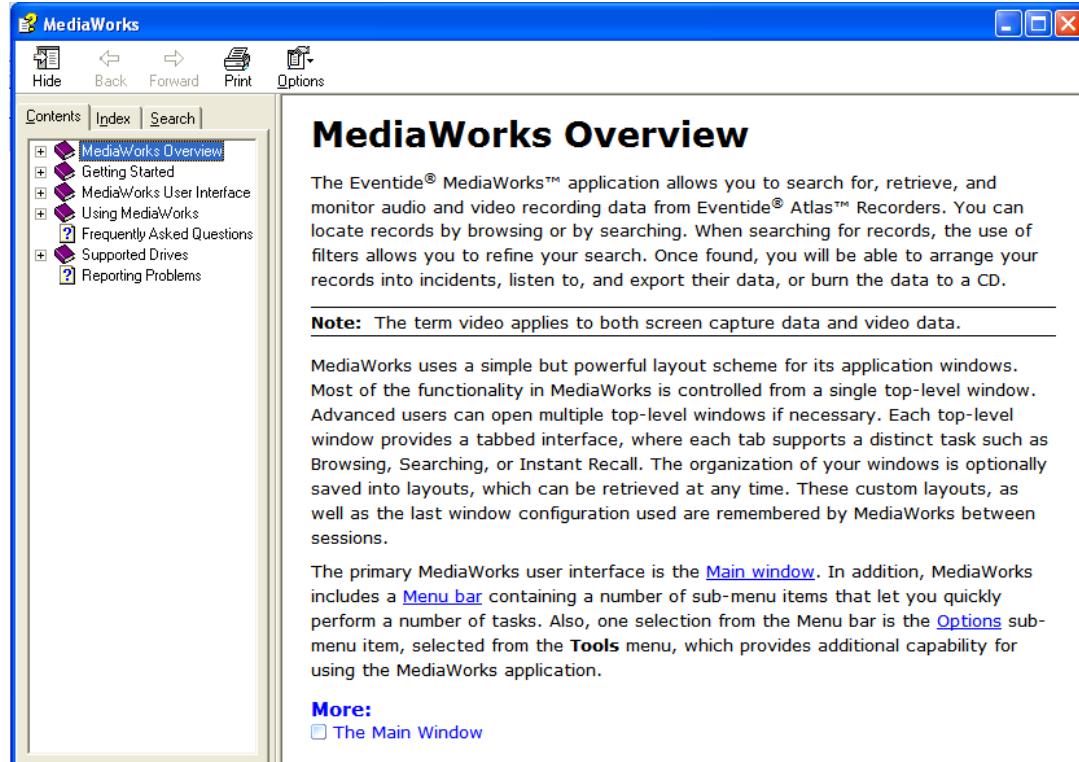
3.2.7. Help Menu

Selecting **Help** from the Menu Bar provides the following menu items:

Contents...

Selecting **Contents...** from the Help menu activates the MediaWorks HTML Online Help, Figure 6. This allows you to access MediaWorks topics from the Contents, Index, or Search tabs.

Figure 6. Contents Online Help



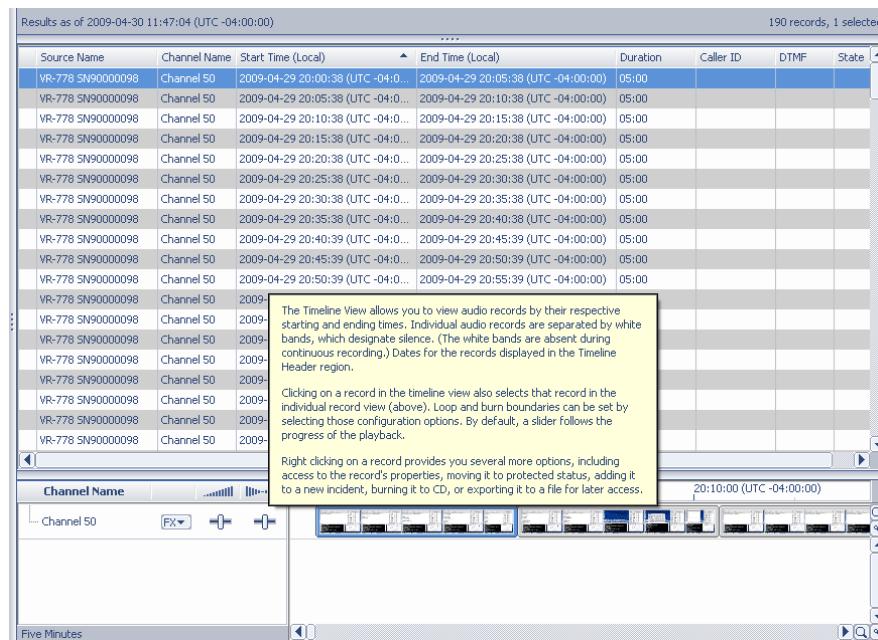
Frequently Asked Questions...

Selecting **Frequently Asked Questions...** from the Help menu invokes the MediaWorks Frequently Asked Questions help.

What's this? (Shift+F1)

Selecting **What's this?** from the Help menu or pressing the **Shift + F1** keys displays a question mark (?) to the right of the cursor. Moving the question mark to an area of the screen and then clicking will display a brief explanation about the selected field or screen area. See Figure 7.

Figure 7. What's This? Online Help



About

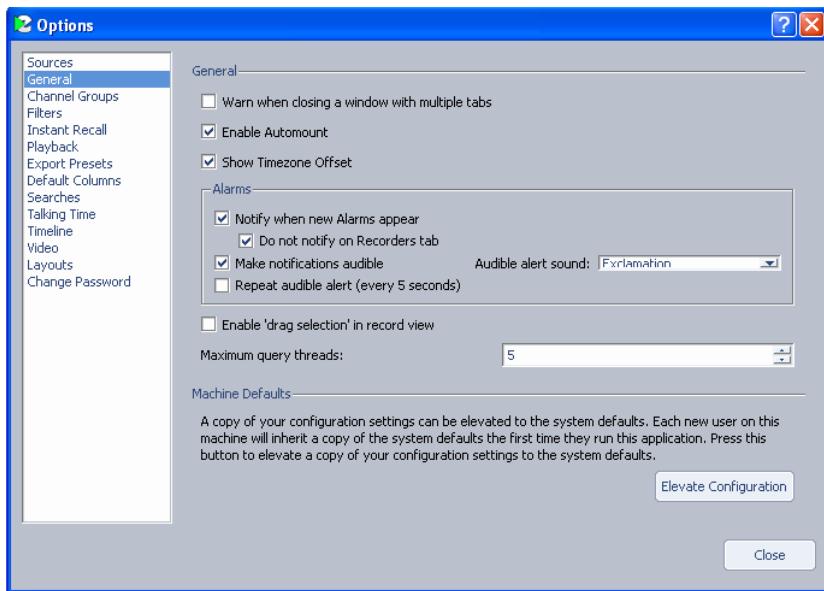
Selecting **About** from the Help menu provides information about this release of MediaWorks.

3.3. Tools: Options

The Options screen, Figure 8, provides advanced options for working with MediaWorks. Through the Options menu, you can perform a number of tasks and adjustments to MediaWorks.



Figure 8. Options Screen



The options are described in the following sections.

3.3.1. Sources Options

These options allow you to add a MediaWorks source, or, once added, to connect, disconnect, or remove a source, or view source properties. To add a new connection to an offline archive, see Section 4.10.1. Accessing Archives on a Network or Local Drive.

To add a new connection to a recorder, click the **Add** button. In the **Add source** dialog box that appears, enter the following:

- **Server:** Enter the IP address or host name of the recorder to which you wish to connect.
- **User:** Enter a defined login name.
- **Password:** Enter the password.
- **Remember Password:** (Optional) Check this box to instruct MediaWorks to remember the password. Then, in the future, MediaWorks will log into the source without prompting for a password.

Then click the **OK** button to add the selected source.

All connected resources will be reconnected when restarting MediaWorks.

To completely remove a source from the list, select the source and then click the **Remove** button.

After a source has been added, you can connect and disconnect from any source in the list, as necessary, without having to go through the process of adding a source. To disconnect from a source, select the source and click the **Disconnect**



button. To reconnect to that source, select the source and click the **Connect** button.

To view the properties of a source, highlight the source and then click the **Properties** button. A Properties screen will be displayed, listing the properties for the selected source.

3.3.2. General Options

The General options allow you to enable or disable general MediaWorks application settings. These options include:

Warn when closing a window with multiple tabs

When enabled (checked), MediaWorks will warn you before closing a window containing multiple tabs so that you do not lose the information. If this selection is disabled, the windows will close without any warning.

Enable Automount

If this selection is enabled, MediaWorks will actively monitor your drives for the presence of archive media (for example, archive media on a DVD-RAM disk) and mount it as source, if found.

Show Timezone Offset

Enable this selection to display the offset from Universal Time Coordinates (UTC, a.k.a. Greenwich Mean Time) in instances where the date and time are displayed.

Notify when new Alarms appear

Enable this selection to be notified when new alarms appear on any of your connected sources.

Do not notify on Recorders tab

Check this box if you have the Recorders tab open often and you do not want the duplicate alarm notification.

Make notifications audible

Enable this option to have a sound play when the Alarm notification box is visible.



Repeat audible alert (every 5 seconds)

Enable this option to have your chosen sound loop for as long as the Alarm notification message box is visible.

Audible alert sound

You may choose any of the following default system sounds, or choose your own sound to be played, if **Make notifications audible** is enabled:

- Exclamation
- Asterisk
- Default Beep
- Hand
- Question
- Choose a file from disk...

Enable 'drag selection' in record view

Enable this selection to perform selections while clicking + dragging in the record view. This is a more advanced method of record selection, and requires you to release the mouse and click again to start a drag operation when copying records to an incident.

Maximum query threads

This selection allows you to adjust the number (1 to 99) of simultaneous server queries supported by MediaWorks. The higher you make this number, the more responsive MediaWorks will be when used heavily. It is recommended that you leave this number at the default value of 5.

Elevate Configuration Button

Click on this button to copy your current MediaWorks configuration to the machine defaults. You must have Administrator privileges to perform this function.

3.3.3. Channel Groups Options

A Channel Group is a collection of one or more channels. MediaWorks uses Channel Groups in the Search and Instant Recall tabs.



In the Search tab, Channel Groups are displayed in the same list as the connected sources. Use Channel Groups to organize frequently used channel names, even across sources, to make browsing and searching easier.

In the Instant Recall tab, Channel Groups can be selected as the active filter. This allows Instant Recall to monitor more than one channel at a time.

To create a new Channel Group, select **Channel Groups** from the Options list. The Options screen will display a Sources list and a Groups list. Click on the **Add Group** button. You will be prompted to enter a Group Name. After the group has been created, it is initially empty. Add channels to the group by first selecting one or more channels from the Source list on the left. Then press the arrow button to add the selected channels to the group. You can add channels from a different source by selecting another source from the drop-down list above the channel list.

You can edit an existing Channel Group by selecting it from the Groups list on the right. Remove individual channels from a group by first selecting them and then clicking the **Remove Channel** button. You can remove an entire Channel Group by selecting the group and clicking the **Remove Group** button.

3.3.4. Filters Options

Filters are used in Instant Recall to limit the live record view. A filter is a single channel name, or Channel Group. Use the Filters options to define which filters are visible in an Instant Recall tab.

To add a Channel Name filter, select one or more channels from the **Channels** list and click the associated arrow button. To add a Channel Group filter, select one or more groups from the **Groups** list and click the associated arrow button.

The order in which the filters appear in the Instant Recall tab can also be adjusted. To change the order of filters, select one or more filters from the Visible list and then click the up or down arrow to change the relative order.

To prevent a filter from showing up in the Instant Recall, select the filter from the Visible list and click the **Remove Filter** button.

3.3.5. Instant Recall Options

The Instant Recall options allow you to adjust settings that affect the Instant Recall tab. These options include:

Maximum Records

Since Instant Recall is intended to monitor recent channel activity, there is a maximum record limit to each Instant Recall tab. The **Maximum Records** option allows you to set the limit for the number of records, although it is



recommended that this value be left at the default setting of 5000 or lower. Increasing the number may impact performance.

Hours/Minutes (Display Time)

Each Instant Recall tab contains a default time window, within which records are displayed. You may change the time by adjusting the **Hours:** and **Minutes:** values.

Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

3.3.6. Playback Options

The Playback options allow you to adjust global playback behavior. These options include:

Ignore Audio Discontinuities

Certain analog capture boards are occasionally prone to small continuity jitter, while recording audio. To suppress warnings about these audio anomalies, check this box. To see all audio continuity warnings while playing audio, leave this box unchecked.

Double click starts related call playback

Checking this box allows you to start playback in Grouped mode by double-clicking on the record.

Skip Interval

Adjust the Skip Interval to specify the number of seconds to be scrubbed forward or backward when using the **Skip Forward** or **Skip Back** menu selections from the Playback menu (See Section 3.2.4. Playback Menu) or the skip forward (>>) or skip back (<<) controls on either side of the slider in the Playback Console (see Section 4.4.6. The Playback Console).

3.3.7. Export Presets Options

The Export Presets options allow you to rename or delete previously created presets for either exporting media or creating CDs.



3.3.8. Default Columns Options

The Default Columns options allow you to specify the default columns to be displayed when opening a new Browse, Search, or Incident tab. From the available column list on the left, select a column to add and click the right arrow button. The column will then move to the box on the right. To remove a column, select one from the list on the right and click the left arrow button. The order in which the default columns are displayed can also be defined; select a column from the list on the right and adjust its position by clicking on the up or down arrow button.

3.3.9. Searches Options

You may use the Searches options to manage your searches. Searches are used in the Search tab to provide a quick means to recall various queries. Searches can be added, edited, or removed using the buttons on the right. In addition, individual searches can be exported to a disk. Select a search from the list and click on the **Export...** button. Supply a filename for the search and the search will be exported into that file. Exported searches can be sent to other users via email.

To import a search, click on the **Import...** button and navigate to the location of the search file.

3.3.10. Talking Time Options

When activated during audio playback, Talking Time can speak in defined intervals. If necessary, you can adjust the value of these intervals with the Talking Time options. These options include:

Intervals of

Checking this box enables Talking Time and defines the intervals in seconds. To disable Talking Time, uncheck this box.

Beginning of call

If Talking Time is enabled, checking this box will cause the time to be announced at the beginning of a call.

End of call

If Talking Time is enabled, checking this box will cause the time to be announced at the end of a call.



Say local time

If this box is checked, the time announced will be local time.

Pan Settings

Talking Time can be panned to either the left or right speaker, or sent to both speakers simultaneously. Adjust the pan settings to your preference.

Talking Time Volume

The Talking Time volume applies whenever Talking Time is activated during audio playback. Moving the slider to the right increases the volume; moving it to the left decreases the volume.

Speaking Voice

You may select the Talking Time voice. The default is English Male 1.

3.3.11. Timeline Options

Timeline options apply to the Browse, Search, and Incident tabs. These options include:

Show UTC time in the timeline ruler

Check this box to use Greenwich Mean Time (UTC) as the displayed time in the timeline ruler. If this box is not checked, then UTC time will be displayed as an offset.

Show thumbnails if available

Check this box to display thumbnails (when provided by the source) for video records in the Timeline.

Fields

By default, the Timeline will group record information by Channel Name. You may add groupings by adjusting the Fields settings. To add a grouping, select it from the **Available Fields** list on the left and click on the right arrow. To remove a grouping, select it from the **Timeline** list on the right and click on the left arrow.

As an example, if you configure only a single grouping such as Source Name, all records will be grouped into a single broad category. Since the Timeline displays all records in time order, from earliest to latest, this may cause some records to



be displayed on top of each other in the Timeline (since it is very likely that many records will occur at the same time on a single source).

To distinguish between channels in a source, add additional groupings so that no records are grouped in a way that crosses time boundaries. In this example, we might add an additional Channel Name field as a second-level grouping to distinguish from each other among various records on a source.

3.3.12. Video Options

The Video options allow you to include the time in the video display. These options include:

Show Time in the video display

Check this box to include the time, as defined in the Recorder Setup configuration, in the video display.

Show UTC time in the video display

Check this box to show the time as Universal Time Coordinated (UTC, a.k.a. Greenwich mean time) in the video display.

3.3.13. Layouts Options

Configure up to ten layout presets using these options. Rename a selected layout by clicking the **Rename** button. Layouts can also be imported and exported in order to share them with other users. Select a layout and click on the **Export** button to save the layout as a file. Other layouts may be imported by clicking on the **Import** button.

Note: The currently selected layout will be replaced by the imported layout.

3.3.14. Change Password Options

For those sources that support it, your current password can be changed. Select a source from the list and enter your new password in the **New password:** box. Enter the new password again in the **Repeat new password** box and then click on the **Apply** button. Your password will now be changed on the source recorder.







4. *Using MediaWorks*

MediaWorks provides several ways to locate, organize, (see Section 4.1. Locating and Organizing Records) and monitor (see Section 4.9. Monitoring Recorders) data stored on Eventide recorders. Once records have been found, the data can be organized into incidents (see Section 4.2. Creating an Incident). The records can also be examined, updated and listened to (audio records) or viewed (video records). With MediaWorks you can also monitor different aspects of the recorder, including live feeds, call activity, and system alerts and status.

The data for each record can be exported in a number of different ways, or burned to a CD.

The information about using MediaWorks includes:

- Section 4.1. Locating and Organizing Records
- Section 4.2. Creating an Incident
- Section 4.3. Updating Records
- Section 4.4. Viewing and Playing Records
- Section 4.5. Exporting Record Data from an Incident
- Section 4.6. Exporting Record Data from Instant Recall
- Section 4.7. Attaching Files to an Email
- Section 4.8. Creating CDs
- Section 4.9. Monitoring Recorders
- Section 4.10. Accessing Archives
- Section 4.12. Generating Reports

4.1. Locating and Organizing Records

The typical process for finding and organizing records includes the following steps:

- Browse or search for record data on the recorder.

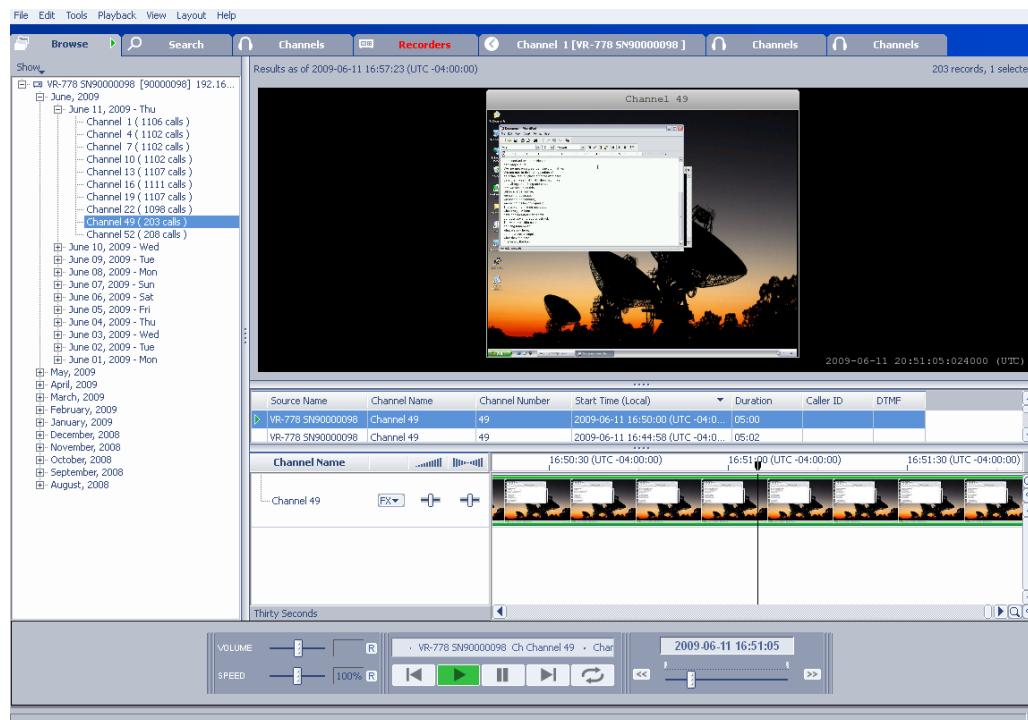


- Create and save Incidents by selecting individual records or groups of records and organizing them into incidents.
- Export the data in a variety of formats or archive the data from incidents onto a CD.

4.1.1. Browsing for Records

The simplest method for locating records on the recorder is provided by the **Browse** tab, Figure 9. When viewing a Browse tab, all of the connected sources appear in the list box on the left side of the main window. If no sources are connected, see Section 3.3.1. Sources Options for information about connecting to a source. Below each source, a list of months corresponding to the available data on the recorder will appear after you click on the + sign next to the source. Clicking on a + sign next to a month will display all of the days in that month that data was recorded. Clicking on a + sign next to a day will open a list of channels on that recorder that contain the data for the day selected. When you click on a channel, MediaWorks retrieves the records for that channel and displays them in the upper right pane of the main window.

Figure 9. Browse Tab



To retrieve records for a different day, expand the tree for the appropriate day and click on the desired channel. The records for that channel will then be retrieved and displayed.

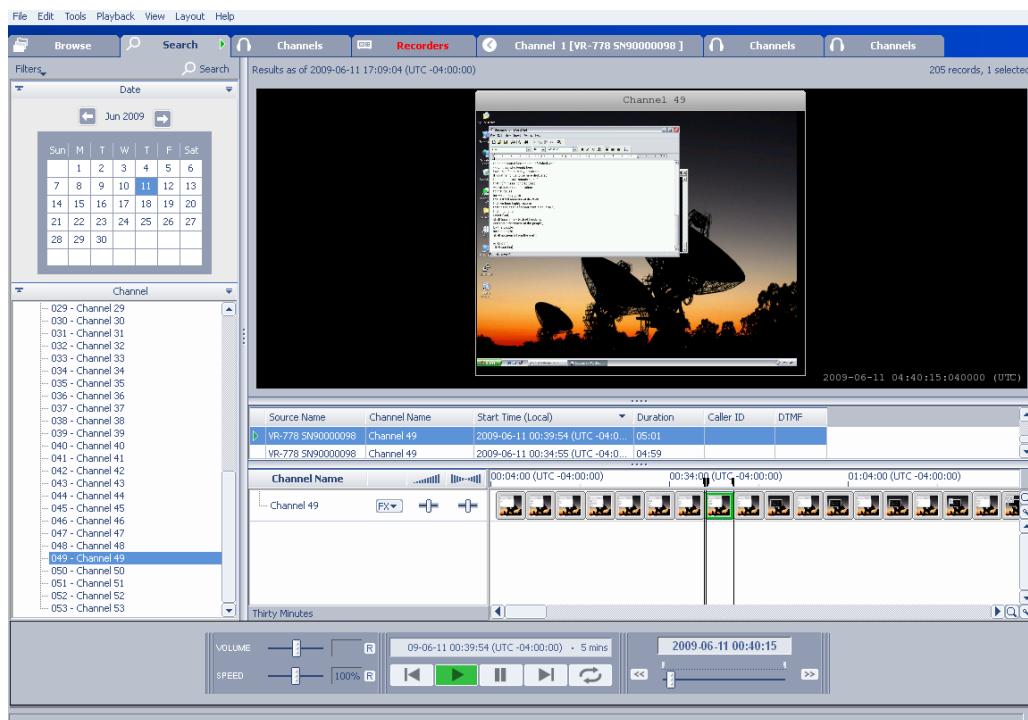


The Browse tab can display the list of channel in two modes: Channel Name or Channel Number. The default is Channel Number. To change the display mode, click on **Show...** at the top of the left pane and select the mode from the drop-down menu. When viewing the information by **Channel Number**, each physical channel on the recorder will be listed separately in the Browse tree, preceded by its channel number. When viewing by **Channel Name**, each physical channel on the recorder will be listed separately in the Browse tree, preceded by its channel name.

4.1.2. Searching for Records

MediaWorks provides a powerful interface for advanced record retrieval in the **Search** tab, Figure 10. When viewing the Search tab, a list of search criteria in the form of Filters is provided in the left pane. Clicking on **Filters...** at the top of the pane displays a drop-down list of filters.

Figure 10. Search Tab



Each element of a search is contained within a search “panel” in the left pane of the Search tab. The **Date** and **Channel** panels are always required, so you must provide, at a minimum, a value for these criteria to conduct a search for records. When more filters are added, additional panels will appear as needed. If necessary, scroll the search panel to view the additional panels. Each filter panel can be compressed or expanded by clicking on the arrow located in the upper left corner of the pane.



Creating a Search

To create a search, first select one or more days from the Date filter area. Dates can be selected by clicking on the calendar (default), or by specifying a date range or relative time period. To change the way a date filter is specified, click the down arrow in the upper right corner of the Date filter panel and choose the desired mode from the drop-down menu. The modes include Calendar (default), Date Range, and Relative.

Next, one or more channels can be included in the search by selecting them in the Channel filter panel below the Date panel. The Channel filter displays channels for each connected source. If there are no connected sources, see the Sources options (Section 3.3.1. Sources Options) for information about connecting to a source. Any number of channels can be selected, across any number of sources. Channels can be selected by Channel Number (default) or by Channel Name. To change the way the Channel filter is displayed, click the down arrow in the upper right corner of the Channel filter panel and choose the desired mode from the drop-down menu.

Initiating a Search

To initiate a search, click on the **Search** button at the top right in the Search pane or press the **F5** key on the keyboard. All records that meet the search criteria will be displayed in the top left pane of the window.

4.1.3. Using Additional Filters

You may narrow your search by specifying additional filters, such as **Call Length** or **Protected**. To add an additional Search filter, click on **Filters...** and select a filter from the drop-down list. The selected filter will be displayed below the Channel filter area. More filters can be added, if necessary. Each new filter will appear as an additional panel.

Note: Some additional filters are standard on all recorders and will always appear on the drop-down list. Other additional filters depend on the custom fields included in the record table. Some or none of these filters may be included on the drop-down list of your recorder.

To remove a filter, click the X button which appears in the title bar of each optional filter. Alternately, deselect the filter from the **Filters...** drop-down list. Once removed, the filter will not be used in subsequent searches.

Standard Additional Filters

The following standard additional filters appear in the Filter drop-down list of all recorders.



Call Length

Enter the minimum and maximum call durations. MediaWorks will search for all records equal to or between these values.

Call Note

Enter text in the **Note** box. MediaWorks will perform a search for all records that contain this text string in the **Notes** field. Check the **Case sensitive?** box if you wish to make the search match case as well.

PIN

For installations that use a PIN code, enter the PIN number. MediaWorks will include this as part of the search criteria.

Protected

Search for all records that are protected, or all records that are unprotected.

Telephone

Enter the telephone number digits. Check the **Search DTMF** box to find records which match the telephone number in the DTMF field. Check the **Search Caller ID** box to find records which match the telephone number in the Caller ID field.

Call Direction

This filter only applies to records that contain data in the Caller ID or DTMF fields. Enable **Incoming** to find records that match incoming calls. Enable **Outgoing** to find records that match outgoing calls. Enable **Unknown** to match records that could not be identified as either incoming or outgoing. Enable **Use DTMF and Caller ID to determine** to use heuristics on the data in the Caller ID and DTMF fields to determine call direction.

Suppressed

Check **Show suppressed** to search for records that were suppressed on the recorder. Check **Show unsuppressed** to search for records that were unsuppressed on the recorder. Check **Show forced** to search for records that were forced into recording on the recorder.

Audited

Check **Show accessed** to search for records that have had their data accessed by client applications. Check **Show not accessed** to search for records that have not had their data accessed by client applications.

Deleted

Click on **Show deleted** to search for records that do not have audio or video data associated with them (as may happen when the recorder purges data periodically when archiving records). Click on **Show not deleted** to search for records that do have data associated with them.



Custom Additional Filters

These additional filters are based on the custom fields that have been added to the call properties for this recorder. Enter the string as it appears in the **More** tab of the **Call Properties** screen.

Following are some typical examples of additional custom filters which may or may not appear in the Filter drop-down list of your recorder, depending on your particular custom fields.

City

Search for records that have a specific city name associated with them. Enter the city name string the **Search for:** box.

Customer Name

Search for records that have a specific customer name associated with them. Enter the customer name string in the **Search for:** box.

Gps Coordinates

Search for records that have GPS coordinates associated with them. Enter the GPS coordinates string in the **Search for:** box.

RadioID

Search for radio call records that have RadioID information associated with them. Enter the RadioID string in the **Search for:** box.

State

Search for records that have a specific state associated with them. Enter the state string in the **Search for:** box.

Street Address

Search for records that have a specific street address associated with them. Enter the street address string in the **Search for:** box.

Subject

Search for records that have a specific subject associated with them. Enter the subject string in the **Search for:** box.

Talkgroup

Search for records that have a specific talk group associated with them. Enter the talk group string in the **Search for:** box.

Time

Search for records that have a specific time associated with them. Enter the time string in the **Search for:** box.



User Id

Search for records that have a specific user ID associated with them. Enter the user ID string in the **Search for:** box.

4.1.4. Saving Searches

Searches can be saved and recalled at a later time. Select **Save Search...** from the **Tools** menu. This will invoke the Save Search dialog box. Provide a unique name for the search in the Name field. You can elect to save the Date and Channel criteria of the search by checking the **Include Dates** and **Include Channels** boxes. By not checking these boxes, the Date and Channel criteria will not be restored when the search is later recalled. This can be useful for saving searches that contain a fixed set of filters, but need to be frequently adjusted for date and channel criteria once they are recalled.

Select the Properties tab in the dialog box to verify or adjust the search criteria before saving the search. Saved searches can be edited.

4.1.5. Loading Saved Searches

At any time, a saved search can be loaded into the currently active Search tab. Select **Load Search** from the **Tools** menu and select the named search from the list of available searches. The search will be restored into the currently active Search tab. If the search being loaded specifies Include Dates and/or Include Channels, those search criteria will also be loaded, otherwise they will not be included. To execute the search, click the Search button.

4.2. Creating an Incident

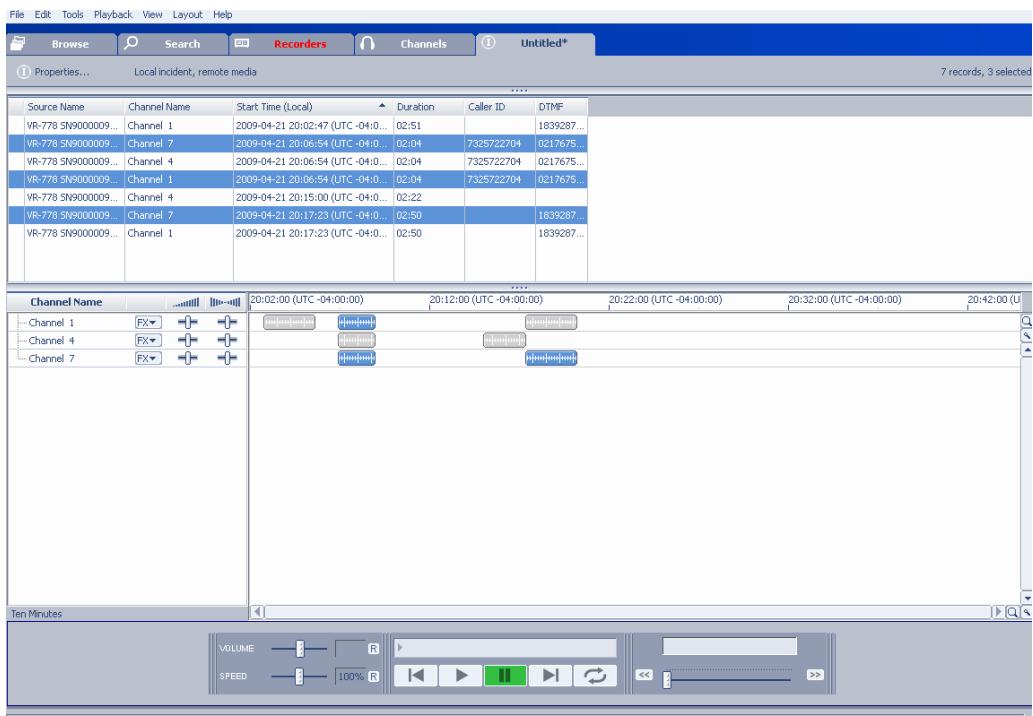
In MediaWorks, an incident contains a group of related records. To find records, see Section 4.1.1. Browsing for Records and Section 4.1.2. Searching for Records. Once a set of records has been found, the next step is to group them into related sets known as “incidents.” New incidents can be created from a selection of records, or records can be appended to existing incidents. Incidents form the foundation for many of the other MediaWorks functions, such as exporting record data or burning CDs with record data. Incidents can also be shared with other users by emailing them or saving them to a shared location on an Eventide recorder.

Incidents can be stored locally on your computer, or remotely on a recorder. To create a new incident, select **New Tab** from the **File** menu and then select **Incident** from the drop-down list. An empty Incident tab will be created. To create a new incident with an initial set of records, first select the records from the Record view or Timeline view. Then right-click and select **New Incident from**



Selected Records from the drop-down menu. A new incident tab, Figure 11, will be created containing the records you selected.

Figure 11. Incident Tab



An incident can also be populated with records in several other ways. From the Browse or Search tab, a group of records can be copied to an incident using drag-and-drop. With the Browse or Search tab open, select one or more records. Then click the selected records and, while holding the mouse button down, drag the records to the new Incident tab. Release the mouse over the Incident tab and the records will be added to that incident. If you are using multiple top-level windows, records can be dropped directly on the record view in the destination Incident tab.

Alternatively, records can be added directly to an incident by first selecting one or more records from the Browse or Search tab. Then right-click on the selection and choose **Add to incident** from the menu that appears. Select the desired incident from the sub-menu and the selected records will be added to that incident.

Once an incident has been created and populated with records, you have a choice of saving the incident locally on your computer or saving the incident remotely to a recorder.

4.2.1. Saving an Incident Locally

To save an incident locally to a file on your computer, first make sure the Incident tab is selected. Then select **Save Incident** from the **File** menu. If this is



a new incident, when the Save Incident dialog box appears, choose the Local tab and enter a File name for the incident.

Optionally, check the **Save Audio With Incident** box to have MediaWorks download all the media for each record in the incident. This will allow other users to listen to the audio or view the video without having a connection to your recorder.

Note: The amount of audio or video could be quite large, depending on the number of records in the incident. In this case, it may take a few moments to download the media for each record, and the resulting file will grow accordingly.

Check the **Password Protect Incident** box to have MediaWorks encrypt the incident with a case-sensitive password. As the local incident is saved, you will be prompted for a password. Enter any combination of numbers and letters, and MediaWorks will encrypt the incident using this password. Anytime the incident is opened, you must provide the correct password to proceed. Then, click **OK**.

4.2.2. Saving an Incident Remotely

To save an incident remotely on a recorder, first make sure the Incident tab is selected. Also, check that all records in the incident belong to the same recorder. Then select **Save Incident** from the File menu. If this is a new incident, when the Save Incident dialog box appears, choose the Remote tab and check that the correct recorder is listed in the Recorder box. The incident will be saved to the selected recorder.

Optionally, check the **Shared** box to allow other users connected to the recorder to open the incident after it is saved. Check the **Protect Calls in Incident** to automatically mark all records as protected when saving the incident. Enter an **Incident Name** and then click **OK**.

4.2.3. Adding and Deleting Records from an Incident

Once created, an incident can be further expanded or reduced. To add records to an open incident, first select the desired records from the Browse or Search tabs, or another Incident tab. Once selected, click and drag the selection to the destination Incident tab and then release it. The records will be appended to that incident.

Alternatively, after having selected the records you wish to add, right-click the selection and choose **Add to incident** from the menu that appears. A submenu lists all possible destination incidents. Select the desired incident and the records will be appended to it.

To delete records from an incident, select the records you wish to delete from the Incident tab they are associated with and select **Delete** from the **Edit** menu. Alternatively, you can right-click the record selection and choose **Delete** from the menu that appears.



4.3. Updating Records

Once records have been collected into incidents, there are a number of ways to examine their properties. In addition to various reports which can be run, records can be sorted in any direction using the available columns. Examine detailed properties for any record by right-clicking a record and selecting Properties from the menu. The Properties dialog box will appear, allowing you to add information such as notes and to access the audit history of the record.

Any notes modified in this dialog box are saved back to the recorder on which it originated. Similarly, changing the Protected status of a record updates the record's status on the source recorder.

4.3.1. Properties Screen

The Call Properties screen lists the attributes of the selected call record and includes the following tabs:

- Properties – provides information about the call properties. See Figure 12.
- More – allows you to add information about the call. See Figure 13.
- History – Provides a history of the call. See Figure 14.

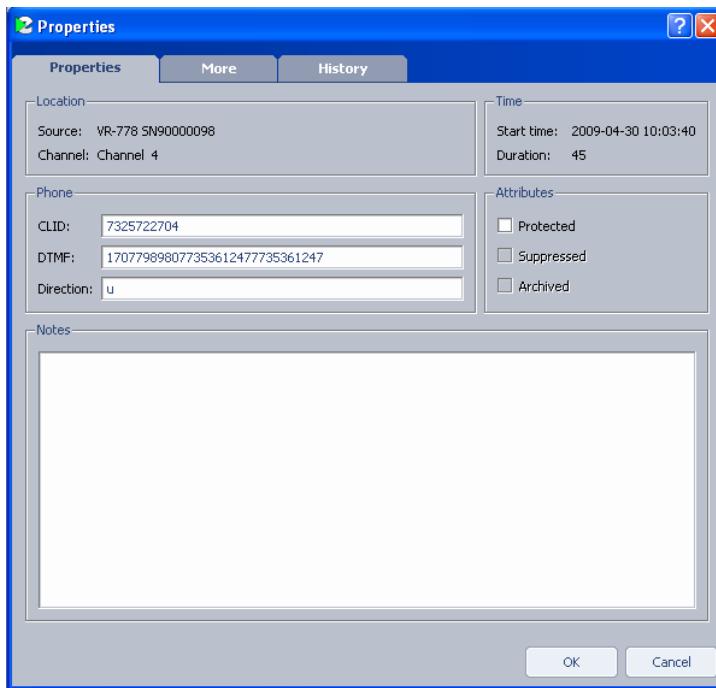
Properties Screen – Properties Tab

The **Properties** tab provides detailed information about the record's location, time, and phone. You may add information about the record in the **Notes** box.

Check the **Protected** box in the Attributes section to prevent the record from being deleted.



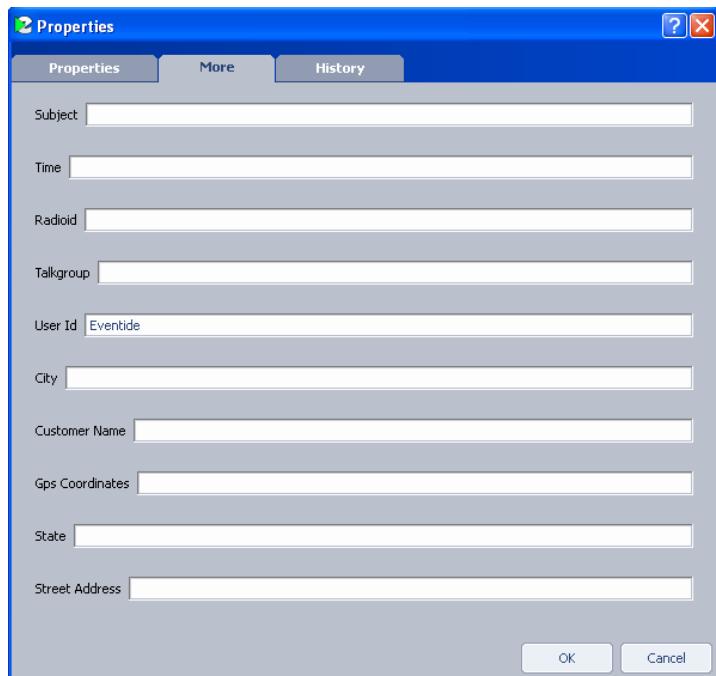
Figure 12. Record Properties Screen –Property Tab



Properties Screen – More Tab

The **More** tab includes the custom fields specific to your recorder that contain additional information about the record. From this screen, you may edit any of the custom field information.

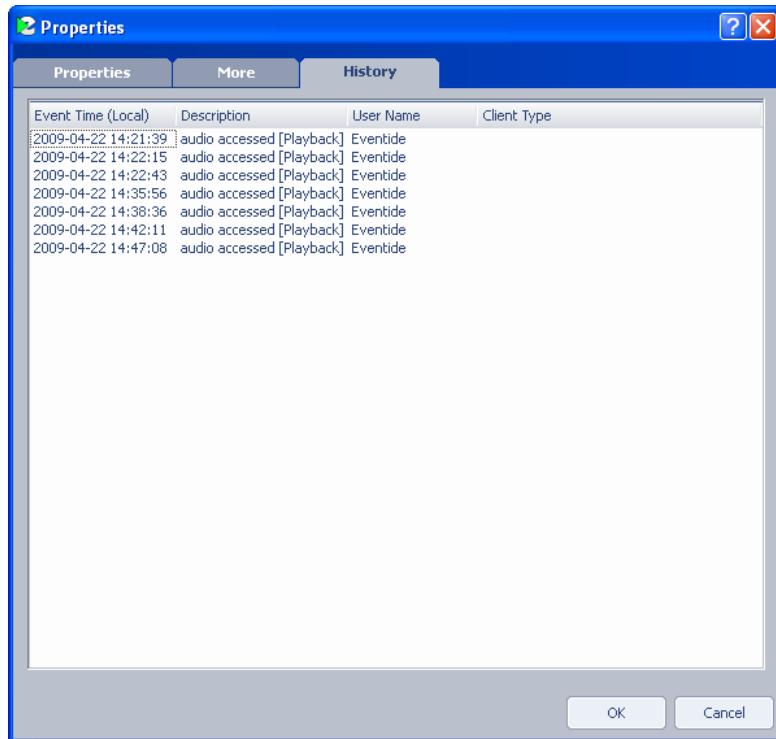
Figure 13. Record Properties Screen –More Tab



Properties Screen – History Tab

The **History** tab provides an audit history of each time this record has been accessed, including the related user information.

Figure 14. Record Properties Screen –History Tab



4.4. Viewing and Playing Records

After you have found and organized records, as described in Section 4.1. Locating and Organizing Records, you may view and play the records.

4.4.1. Viewing Records

Records displayed in the Browse, Search, or Incident tabs are shown in two different ways simultaneously. The first is a simple tabular list displayed in the upper right-hand pane, the record view. This view can be customized in that it supports a number of different column and sorting options. The second is a chart of records displayed in the lower right-hand pane referred to as the timeline. The timeline can also be customized, but only supports a single method of displaying the record data by time.

Together, the record view and timeline view provide a comprehensive look into the same set of data. Selections between the two views are synchronized; any records selected in one are automatically selected in the other. Similar



operations may be performed from each view, including playback, exporting, and record editing.

4.4.2. The Record View

The record view in the upper right-hand pane presents record data in tabular format, Figure 15. You may sort the information by clicking on the appropriate column head. A small arrow will indicate the sort direction. To reverse the sort, click the column head again. Columns can also be reorganized. Click and drag any column head to a new position. The type and number of columns can also be customized. Right click any column and a menu of available column names will appear. Select a column name from the list. You may also add or delete a column from this menu.

To reset the columns to their user-defined default values, select the Reset to Default option.

Figure 15. Record View

Results as of 2009-06-11 17:51:40 (UTC -04:00:00)							1169 records, 0 selected
Source Name	Channel Name	Start Time (Local)	End Time (Local)	Duration	Caller ID	DTMF	...
VR-778 SN90000098	Channel 1	2009-06-11 00:01:49 (UTC -04:0...	2009-06-11 00:02:35 (UTC -04:0...	00:46	7325722704	1707798980773...	
VR-778 SN90000098	Channel 1	2009-06-11 00:02:39 (UTC -04:0...	2009-06-11 00:02:55 (UTC -04:0...	00:16	6038709302		
VR-778 SN90000098	Channel 1	2009-06-11 00:02:59 (UTC -04:0...	2009-06-11 00:05:03 (UTC -04:0...	02:04	7325722704	0217675245210...	
VR-778 SN90000098	Channel 1	2009-06-11 00:05:05 (UTC -04:0...	2009-06-11 00:05:22 (UTC -04:0...	00:17	6038709302		
VR-778 SN90000098	Channel 1	2009-06-11 00:05:26 (UTC -04:0...	2009-06-11 00:07:28 (UTC -04:0...	02:02	7325722704	1021767524520...	
VR-778 SN90000098	Channel 1	2009-06-11 00:07:31 (UTC -04:0...	2009-06-11 00:07:47 (UTC -04:0...	00:16	6038709302		
VR-778 SN90000098	Channel 1	2009-06-11 00:07:57 (UTC -04:0...	2009-06-11 00:08:23 (UTC -04:0...	00:26	92838987		
VR-778 SN90000098	Channel 1	2009-06-11 00:08:27 (UTC -04:0...	2009-06-11 00:08:37 (UTC -04:0...	00:10	92838987		
VR-778 SN90000098	Channel 1	2009-06-11 00:08:37 (UTC -04:0...	2009-06-11 00:08:46 (UTC -04:0...	00:09			
VR-778 SN90000098	Channel 1	2009-06-11 00:08:49 (UTC -04:0...	2009-06-11 00:09:05 (UTC -04:0...	00:16	92838986		
VR-778 SN90000098	Channel 1	2009-06-11 00:09:10 (UTC -04:0...	2009-06-11 00:09:19 (UTC -04:0...	00:09	92838987		
VR-778 SN90000098	Channel 1	2009-06-11 00:09:26 (UTC -04:0...	2009-06-11 00:09:35 (UTC -04:0...	00:09	92838987		
VR-778 SN90000098	Channel 1	2009-06-11 00:09:40 (UTC -04:0...	2009-06-11 00:11:04 (UTC -04:0...	01:24		123456789*#...	
VR-778 SN90000098	Channel 1	2009-06-11 00:11:05 (UTC -04:0...	2009-06-11 00:11:40 (UTC -04:0...	00:35			
VR-778 SN90000098	Channel 1	2009-06-11 00:11:49 (UTC -04:0...	2009-06-11 00:13:28 (UTC -04:0...	01:39			
VR-778 SN90000098	Channel 1	2009-06-11 00:13:28 (UTC -04:0...	2009-06-11 00:16:19 (UTC -04:0...	02:51		1839287770773...	
VR-778 SN90000098	Channel 1	2009-06-11 00:16:24 (UTC -04:0...	2009-06-11 00:17:10 (UTC -04:0...	00:46	7325722704	1707798980773...	
VR-778 SN90000098	Channel 1	2009-06-11 00:17:14 (UTC -04:0...	2009-06-11 00:17:31 (UTC -04:0...	00:17	6038709302		
VR-778 SN90000098	Channel 1	2009-06-11 00:17:35 (UTC -04:0...	2009-06-11 00:19:25 (UTC -04:0...	01:50	7325722704	0217675245210...	

4.4.3. Record View Menu Options

Selecting a record in the Record view and then right-clicking on that record causes the Record View menu to appear, Figure 16.



Figure 16. Record View Menu

Source Name	Channel Name	Start Time (Local)	End Time (Local)	Duration
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	2010-01-06 00:04:45 (UTC -05:00:00)	05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Properties <input type="checkbox"/> Protect	(UTC -05:00:00) 05:08
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Properties <input type="checkbox"/> Protect	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Properties <input type="checkbox"/> Protect	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	New Incident from Selected Records	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Add to incident	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Start Sequential Playback	(UTC -05:00:00) 05:08
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Start Grouped Playback	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Start Mixed Playback	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Create CD...	(UTC -05:00:00) 05:08
VR-778 SN90000098	Channel 51	2010-01-05 23:59:38 (UTC -05:00)	Create CD Using Preset	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 22:32:35 (UTC -05:00)	Export...	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 22:32:35 (UTC -05:00)	Export Using Preset	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 22:32:35 (UTC -05:00)	Email...	(UTC -05:00:00) 05:08
VR-778 SN90000098	Channel 51	2010-01-05 22:32:35 (UTC -05:00)	Email Using Preset	(UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 22:32:35 (UTC -05:00)		2010-01-05 22:37:42 (UTC -05:00:00) 05:07
VR-778 SN90000098	Channel 51	2010-01-05 22:27:28 (UTC -05:00)		2010-01-05 22:32:35 (UTC -05:00:00) 05:07

The Record View menu selections include:

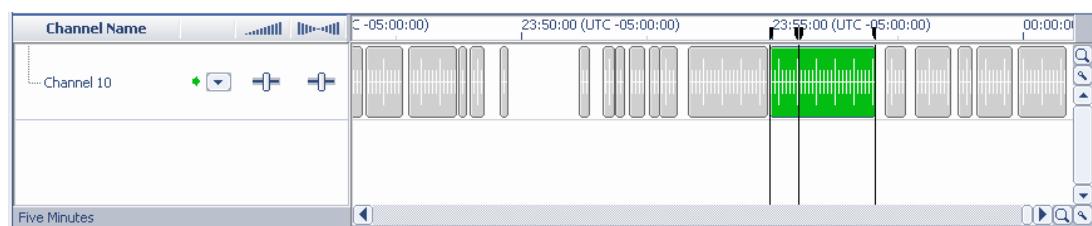
- **Properties** – See Section 4.3.1. Properties Screen.
- **Protect** – Checking this box prevents the selected record from being deleted.
- **New Incident from Selected Records** – See Section 4.2. Creating an Incident.
- **Add to incident** – See Section 4.2.3. Adding and Deleting Records from an Incident.
- **Start Sequential Playback** – See Sequential Playback Mode.
- **Start Grouped Playback** – See Grouped Playback Mode.
- **Start Mixed Playback** – See Mixed Playback Mode.
- **Create CD...** – See Section 4.8. Creating CDs.
- **Create CD Using Preset** – See Section 4.8. Creating CDs.
- **Export...** – See Section 4.5. Exporting Record Data from an Incident or Section 4.6. Exporting Record Data from Instant Recall.
- **Export Using Preset** – See Section 4.5. Exporting Record Data from an Incident or 4.6. Exporting Record Data from Instant Recall.
- **Email...** - See Section 4.7. Attaching Files to an Email.
- **Email Using Preset** – See Section 4.7. Attaching Files to an Email.



4.4.4. The Timeline View

The Timeline view in the lower right-hand pane, Figure 17, shows the same set of records that are displayed in the Record view, but presents the record data in a linear chart. The timeline always presents information in “time order”, from earliest to latest. Each record is organized into groups by channel name and displayed in chronological order from left to right. The individual records are drawn in the timeline in the horizontal direction in relation to their duration. Scroll the timeline to the right to view records that are not visible. If more than one channel is represented in the data, scroll the timeline up or down to display channels that may not be initially visible.

Figure 17. Timeline View-Audio Record



You can increase or decrease the height of the channel display by clicking on the large or small magnifying glass respectively in the upper right corner of the display. You may also adjust the time length of the timeline. To view more records, decrease the time length of the channel display by clicking on the small magnifying glass in the lower right corner of the display. To view fewer records and expand the length of time displayed for each record, click on the large magnifying glass in the lower right corner of the display.

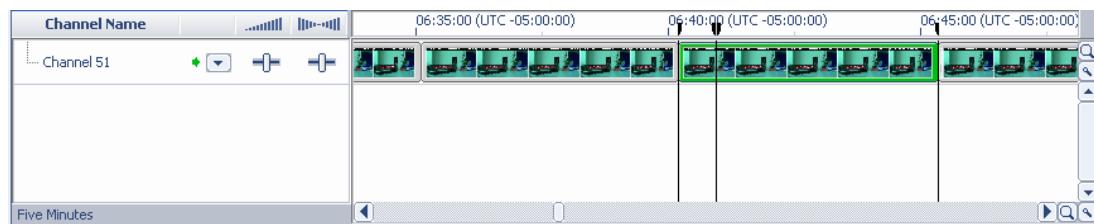
Multiple records can be selected by using a “rubber band.” Click the mouse button somewhere in the Timeline and drag the rubber band so that it encompasses additional records. Release the mouse button and all of the records within the rubber band will be selected.

The Timeline view supports the same options as the record view. All operations that can be performed in the Record view can also be performed in the Timeline view. In particular, initiating Mixed mode playback from the timeline is recommended. Right-click on a record in the timeline and select **Start Mixed Playback** from the menu. This initiates Mixed mode playback at that point.

For video records, the Timeline view shows a series of thumbnails for each channel. See Figure 18. The thumbnails are snapshots of the video taken at intervals determined on the recorder. The video records can be played the same way as audio records. In addition, double-clicking on a thumbnail will display the video record in a new window above the Record view.



Figure 18. Timeline View-Video Record



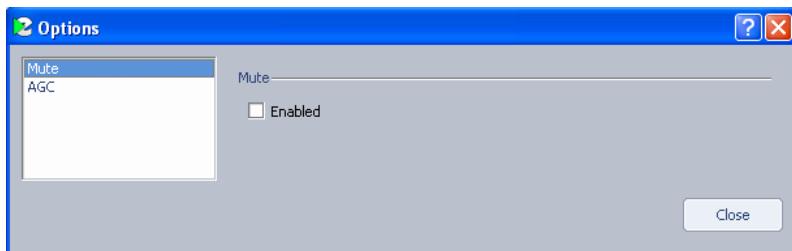
Playback Settings

In the **Channel Name** box on the left there are a number of playback settings that you can set on a channel-by-channel basis. They include:

	<p>Mute button - Clicking on the mute button (green speaker icon) to the left of the down arrow mutes the sound on the selected channel. The button will then be grayed out. Clicking on the grayed-out mute button will restore the sound to that channel.</p> <p>Clicking on the down arrow displays a menu with the following selections:</p> <ul style="list-style-type: none"> • Options... - Clicking on this menu item displays an Options dialog box. (See Playback Settings Options below.) • AGC – Checking this box will enable automatic gain control on this channel.
	Moving the slider left or right decreases or increases the volume for this channel.
	Moving the slider to the left increases the volume on the left channel and decreases the volume on the right channel. Moving the slider to the right increases the sound on the right channel and decreases the sound on the left channel.

Playback Settings Options

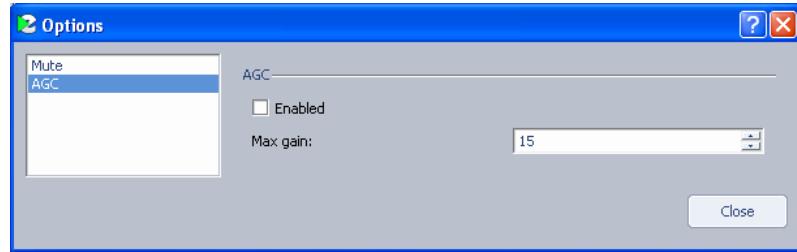
The **Options** dialog box for playback settings allows you to mute the sound on this channel by checking the **Enabled** box associated with the **Mute** option.



You can also set the amount of automatic gain control for this channel by first selecting the AGC option and then checking the **Enabled** box and selecting a



value in the **Max gain:** window. You can choose a value from 1 to 100. The default value is 15.

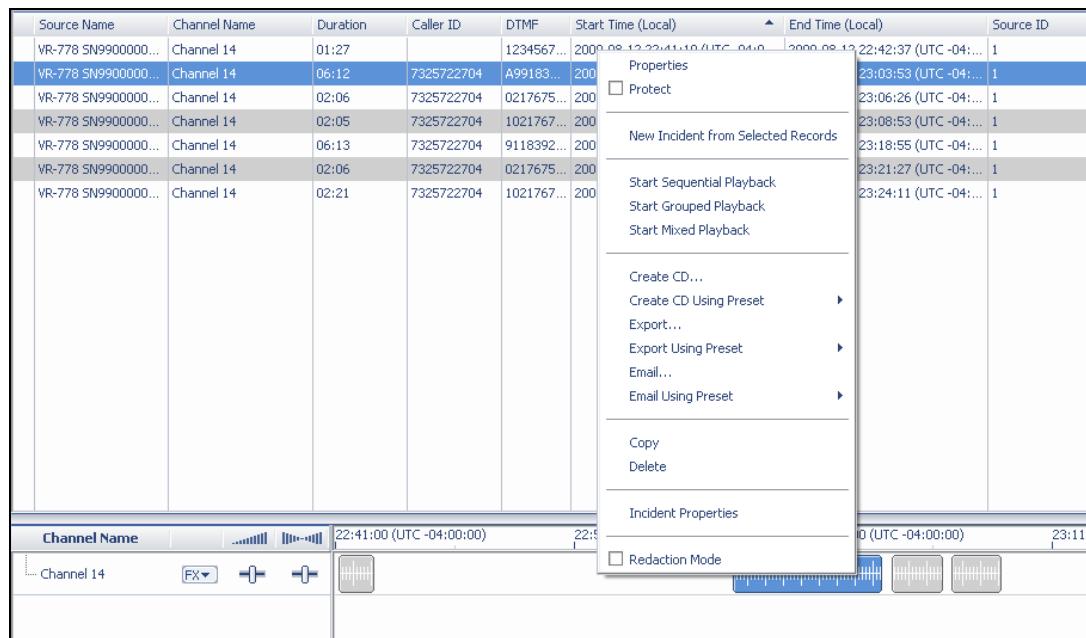


Timeline View Menu Options

Selecting a record in the Timeline view and then right-clicking on that record causes the Timeline View menu to appear, Figure 19.

Except for **Copy**, **Delete**, **Incident Properties**, and **Redaction Mode**, the menu selections are the same as those in the Record View menu. Refer to the Record View Menu Options for information about those menu items.

Figure 19. Timeline View Menu



Selecting **Copy** from the Timeline View Menu allows you to copy the highlighted record information to the clipboard.

Selecting **Delete** allows you to delete the selected record from the incident.

Selecting **Incident Properties** displays the Incident Properties screen. Check the **Save Audio With Incident** box to have MediaWorks download all the media for each record in the incident. This will allow other users to listen to the audio or view the video without having a connection to your recorder.



Note: The amount of audio or video could be quite large, depending on the number of records in the incident. In this case, it may take a few moments to download the media for each record, and the resulting file will grow accordingly.

Check the **Password Protect Incident** box to have MediaWorks encrypt the incident with a case-sensitive password. When the incident is saved locally, you will be prompted for a password. Enter any combination of numbers and letters, and MediaWorks will encrypt the incident using this password. Anytime the incident is opened, you must provide the correct password to proceed.

The **Description:** box allows you to provide additional information about the incident. Once you have completed entering the Incident Properties information, click the **OK** button.

Checking the **Redaction Mode** box allows you to selectively remove specific sections of the record, provided you have selected the record from the Incident tab. The redactions will apply to both playback and export. Redactions are saved as part of an Incident.

This is useful in cases where the recording may be played in a public venue such as a courtroom where, for security reasons, the redacted portions of the record cannot be exposed.

To select a section, or sections, of a call record for redaction:

1. From an Incident tab, right-click in the Timeline section to display the drop-down menu.
2. Check the **Redaction Mode** box.
3. Click in a section of the call record where you want to redact a portion of the call. A redaction box will appear.

You may increase or decrease the length of the box by dragging either the left or right border. You may insert more than one redaction box in a record by repeating these steps.

You may remove a redaction box by right-clicking anywhere inside the box and selecting **Remove**.

4. To exit the Redaction Mode, click in an empty area within the Timeline (i.e., not on a record) and uncheck the Redaction Mode box.

4.4.5. Playing Audio or Video Records

Once you have located records from the Browse, Search, or Incident tabs, you have a number of options for playing the records. The following information describes the options for playing records in the **Sequential** mode. In this mode, records are played one record at a time, in the order in which they appear in the record list. To change the play order, sort the list of records differently. Playback will adapt to the new sequence. For information about playing records in the Mixed and Grouped modes, see Section 4.4.7. Playback Modes.



Playing Audio Records

To begin playing the audio from a record, press the Play button in the Playback console (see Section 4.4.6. The Playback Console) at the bottom of the screen. The first record in the list will begin playing. To indicate where the playback is emanating from, a green arrow appears on the right side of the tab at the top of the screen and another green arrow appears to the left of the record in the Record pane.

Alternatively, select a record and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first record in the list has been selected, the **Spacebar** can only be used to pause and resume play. To select another record, highlight the record in the Record view or in the Timeline view and press the **Enter** key or double-click on the new record. The record will start playing immediately. Use the Spacebar or Pause button to stop playback and the Spacebar or Play button to resume playback.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired record and select **Start Sequential Playback** from the drop-down menu.

Playing Video Records

To begin playing a video record, press the Play button in the Playback console (see Section 4.4.6. The Playback Console) at the bottom of the screen. The first record in the list will begin playing. To indicate where the playback is emanating from, a green arrow appears on the right side of the tab at the top of the screen and another green arrow appears to the left of the record in the Record pane.

Alternatively, select a record and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first record in the list has been selected, the **Spacebar** can only be used to pause and resume play. To select another record, highlight the record in the Record view or the thumbnail in the Timeline view and press the **Enter** key or double-click on the new record. The record will start playing immediately. Use the Spacebar or Pause button to stop playback and the Spacebar or Play button to resume playback.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired record and select **Start Sequential Playback** from the drop-down menu.

When starting playback of a video record, a new pane displaying the video will appear in the upper right side of the main window above the Record list, Figure 20. You may enlarge the video screen by right-clicking anywhere in the video screen area and choosing **Detach** from the drop-down menu. Once detached, you may expand the size of the screen by dragging on its sides. To restore the

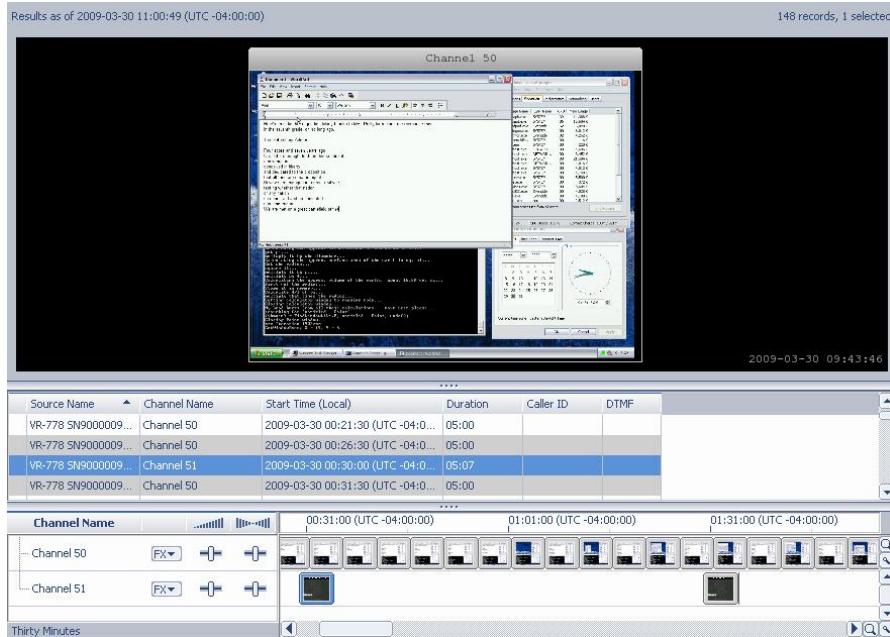


screen to the upper right pane, right-click on the detached video and select **Attach** (or click on the X in the upper right corner of the screen).

Note: You can also increase or decrease the size of the screen by moving the divider bar between the Recorder view and Timeline view up or down.

To select another record on the same channel for playback, double-click the record in the Record view or thumbnail in the Timeline view. The record will start playing immediately.

Figure 20. Video Record



4.4.6. The Playback Console

The Playback Console, located at the bottom of the main window (Figure 21), allows you to control all aspects of playing records. From the Playback Console you can adjust the volume and speed of the record being played:

- **Volume** – Use this slider to increase or decrease the output volume of an audio record. Moving the slider to the right increases the volume; moving it to the left decreases the volume. Pressing the R button to the right of the slider will reset the slider to the default position of “0.”
- **Speed** – Use this slider to increase or decrease the playing speed of the record. Moving the slider to the right increases the speed; moving it to the left decreases the speed. Pressing the R button to the right of the slider will reset the slider to the default position of “100.”



Figure 21. Playback Console



The buttons in the center of the console include:

- **Previous Record** – If playback is less than 3 seconds into the record, moves to previous record in the selected sequence. If playback is more than 3 seconds into the record, resets to the start of the current record.
- **Play** – Plays any highlighted record, or resumes playback after pausing.
- **Pause** – Pauses playback.
- **Next Record** – Moves to the next record in the selected sequence.
- **Loop** – Loops playback for the selected record or records. For sequential playback, this is the beginning and end of a record or the loop boundary settings within a single record. For mixed playback this is the loop boundary settings anywhere within the timeline.
- **Slider** – The slider on the right side of the console allows you to change the playback position. This is known as scrubbing. You can scrub at anytime during playback. To quickly move to a different spot within a record, click and drag the scrub slider. While scrubbing, keep track of the position by watching the playback time indicator.

Also, on the right side of the console, the double-arrow buttons on each side of the slider allow you to **Skip Forward** (>) or **Skip Back** (<) by the amount of time defined by the Skip Interval (see Skip Interval) option.

While a record is being played, its attributes scroll right to left in the area above the playback controls. This information includes recording time, length of the record, the recorder from which the record was retrieved, and the record's channel number.

4.4.7. Playback Modes

MediaWorks supports three modes of playback: sequential, grouped, and mixed. Record data can be streamed from an Eventide recorder, from an offline archive, or from an incident containing embedded audio or video data. Optionally, playback can be modified to include “talking time” information. Audio volume and playback speed can both be adjusted, and seeking to random playback positions (scrubbing) is supported.

For additional information about playback, see Section 3.3.6. Playback Option.



Sequential Playback Mode

Sequential playback occurs on one record at a time. The order in which records play is determined by the record view. To change the order in which sequential playback operates, change the sort order of the record view.

To begin sequential playback, select **Start Sequential Playback** from the right-click context menu in the Record or Timeline view. Alternatively, you can double-click a record or highlight a record and press the Enter key.

Grouped Playback Mode

Grouped playback is single play only and occurs when one record is related to another record in the database. For example, an audio record on one channel may have a related video record on another channel. If the audio record is selected and **Start Grouped Playback** is selected from the drop-down menu in the Record or Timeline view, both the audio record and its associated video will play. In this case, the video will not be displayed in the Timeline view, but the boundary markers (which will automatically be displayed) will encompass both records.

If two linked records are adjacent on the timeline, they will both be displayed in the Grouped playback mode.

To select the two channels for Grouped playback, select the first channel then hold down the **Ctrl** key and select the second (related) channel.

To begin Grouped playback, select **Start Grouped Playback** from the drop-down menu in the Record or Timeline view.

Mixed Playback Mode

Mixed playback occurs on, potentially, many records at a time. The order in which records play is determined by the timeline. Mixed playback always proceeds in time order, from earliest to latest. For example, when examining records from a single channel, mixed playback would begin on the record that starts at the earliest time and proceed through each record in time order. On the other hand, if you are examining records from multiple channels, the case may be that multiple records occur at the same or overlapping times. In this case, mixed mode playback will play the data from all records that happen to occur at the same time and proceed through all records in time order.

For example, if audio was recorded on “Dispatch 1” at the same time audio was recorded on “Emergency 5”, the audio for both records can be played back at the same time. When audio is playing in Mixed mode, you can easily follow the progress in the timeline, which highlights all playing records across all channels.



To select two or more channels for Mixed playback, select the first channel then hold down the **Ctrl** key to select individual additional channels, or the **Shift** key to select a range of channels.

To begin mixed playback, select **Start Mixed Playback** from the drop-down menu in the Record or Timeline view.

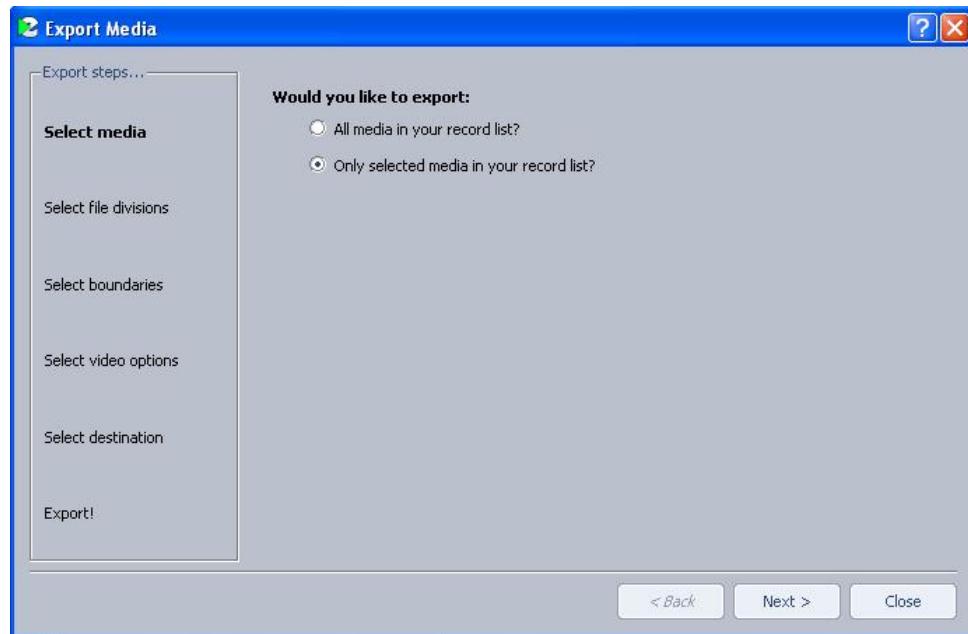
4.5. Exporting Record Data from an Incident

MediaWorks can export record data from a recorder in a number of different formats. The preferred way to export data is to first create an incident containing the records you wish to export. Refer to Section 4.2. Creating an Incident for additional information. Once an incident has been created, select **Export...** from the Tools menu. The **Export Media** dialog box will appear, Figure 22. You can also right-click on the selected records in the Record view and choose **Export...** from the menu.

To export record data:

1. The first step in the **Export Media** dialog box, **Select media**, will be highlighted. Select **All media in your record list?** to export the media for all of the records in the incident, or select **Only selected media in your record list?** to export only selected records in the incident. Make your choice and then click the **Next >** button.

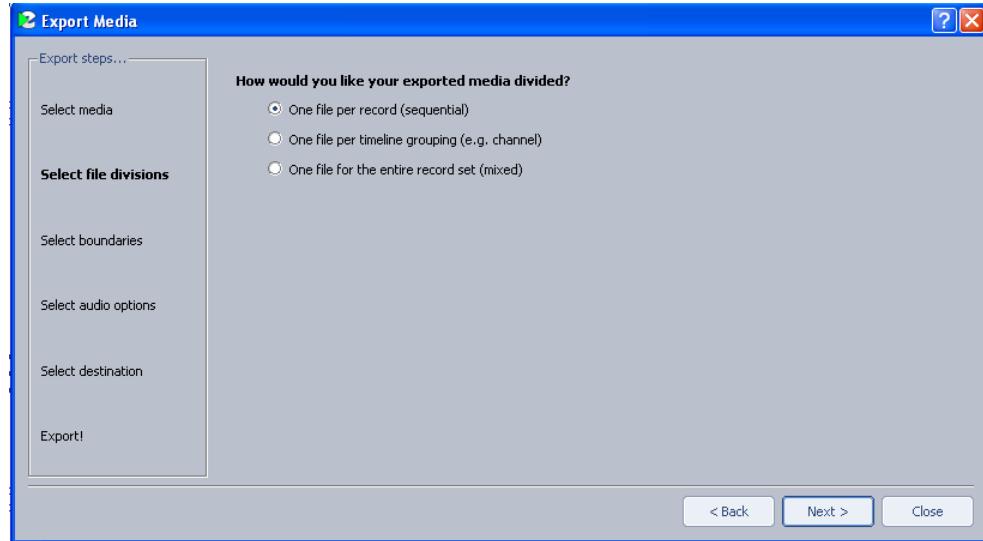
Figure 22. Export Media Dialog Box



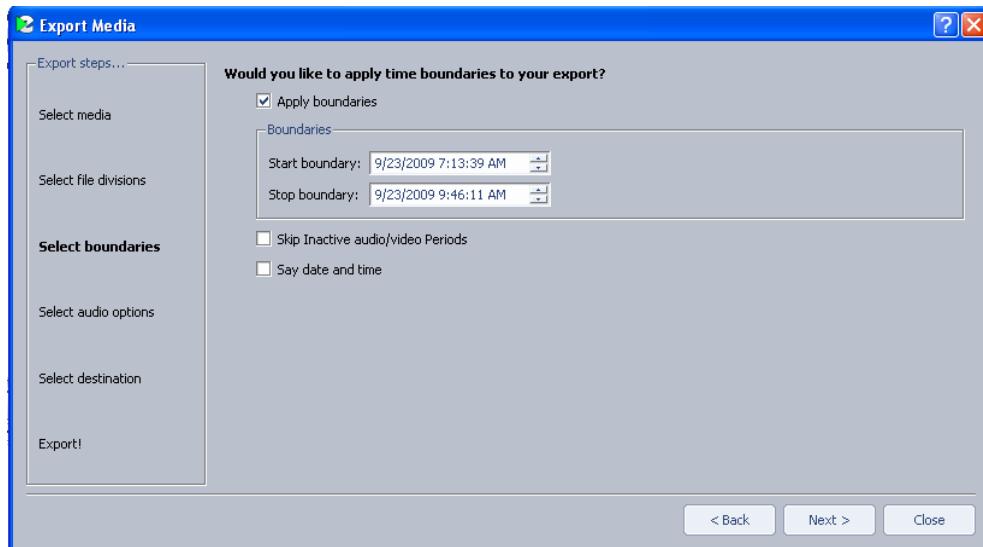
2. The second step, **Select file divisions**, will be highlighted. You may select One file per record (sequential), One file per timeline grouping (e.g. channel),



or One file for the entire record set (mixed). Make your choice and then click the **Next >** button.



3. The third step, **Select boundaries**, will be highlighted. You can select the start and end time boundaries of the media to be exported (for Mixed exports only). Define a **Start boundary** and **Stop boundary** for the records. Check the **Skip Inactive audio/video Periods** box to skip the space between records. Check the **Say date and time** box if you wish to include an audio recording stating the date and time these records were exported. After making your selections, click the **Next >** button.

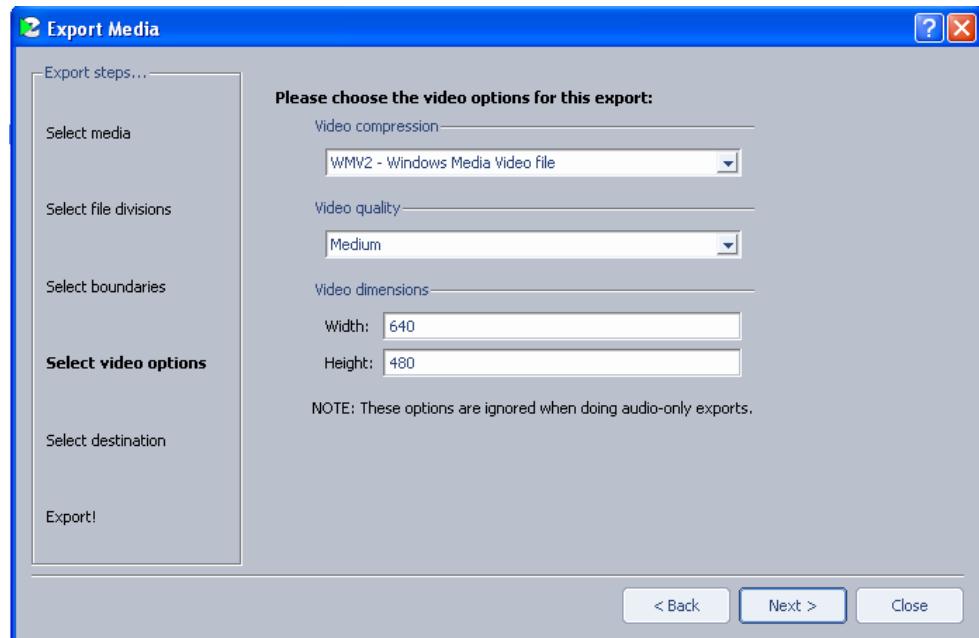


4. If you are exporting audio records, the fourth step, **Select audio options**, will be highlighted. In the **Audio compression** box, select the type of data compression scheme you want to use. After selecting the audio options, click the **Next >** button.





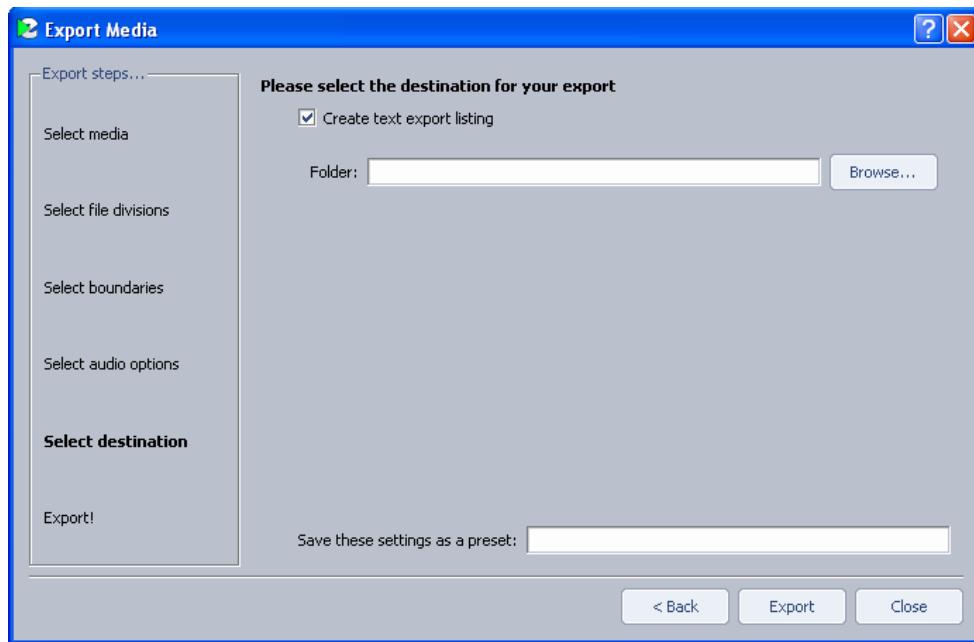
5. If you are exporting video records, the fourth step, **Select video options** will be highlighted. Select the **Video compression** scheme, **Video quality** (Low, Medium, or High), and **Video dimensions** (Width and Height in pixels). After selecting the video options, click the **Next >** button.



6. The fifth step, **Select destination**, will be highlighted. Check the **Create text export listing** if you would like to generate a text file of each of the records being exported. A text file containing a listing of all files exported in this session will be saved to the same folder as the exported data.
7. For other than mixed exports, enter a destination path to the folder in which you wish to export your record data. For mixed exports you will also need to provide a file name. Click on the **Browse...** button to locate the directory. The path will appear in the **Folder:** box.



8. To **Save these settings as a preset**: enter a name for the preset in the box. The preset name can be any combination of alphanumeric characters that describe this preset. For example, you could call this “Audio Records Preset 1.” If saved as a preset, you can reuse this same set of selections when exporting again by choosing **Export Media Using Preset** from the **Tools** menu.



9. Finally, click on the **Export** button to export the record data to the chosen destination.

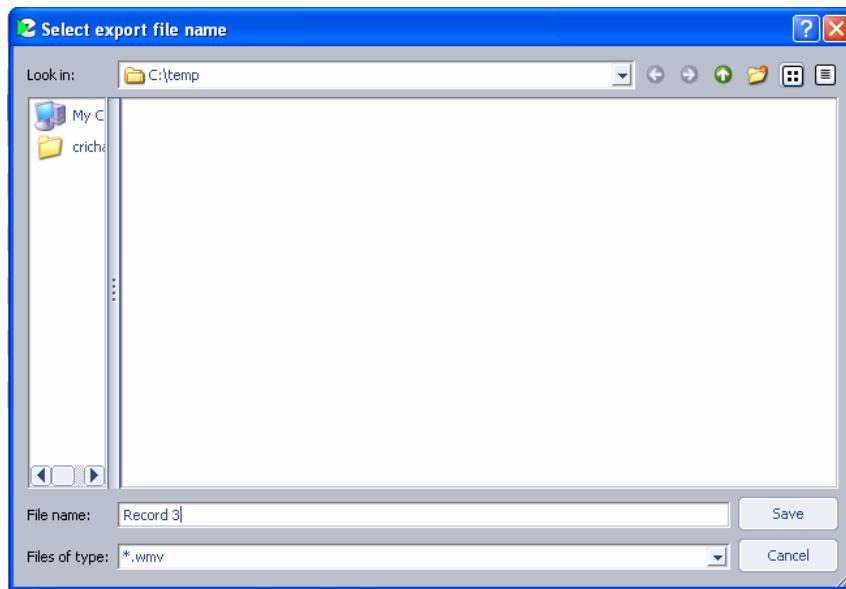
4.6. Exporting Record Data from Instant Recall

MediaWorks can also export record data from an Instant Recall tab. From the Instant Recall tab, perform the following:

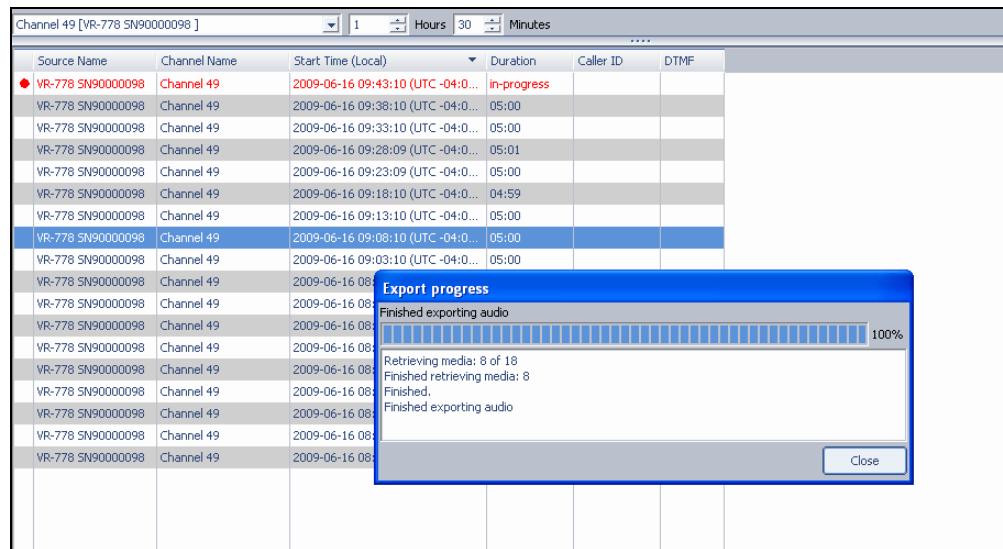
1. Right-click on the record that you wish to export.
2. Select **Export selected** from the drop down menu. The **Select export file name** screen, Figure 23 , will be displayed.



Figure 23. Select export file name Screen



3. Using the arrows at the top of the screen, select the directory/folder to which you wish to export the record. This information will then be displayed in the **Look in:** box.
4. At the bottom of the screen, enter a file name for the record you are exporting in the **File name:** box.
5. Click on the **Save** button. An **Export progress** box will be displayed which will indicate the progress of exporting the record.



6. When the exporting completes, click on the **Close** button. The exported record will now be saved in the directory/folder that you selected.



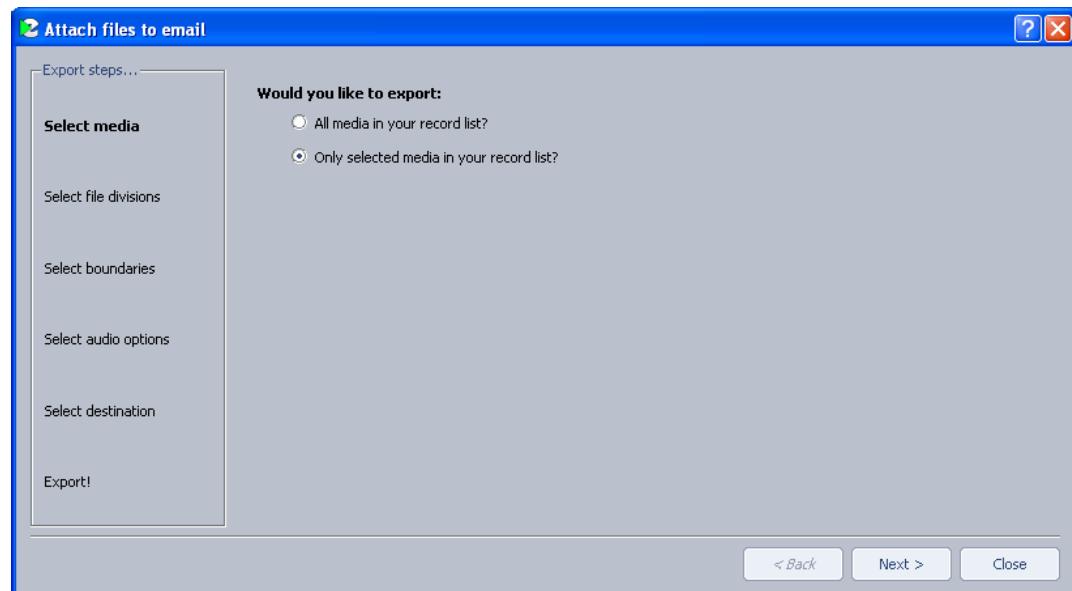
4.7. Attaching Files to an Email

MediaWorks allows you to attach record data from a recorder to an email. To do this, select **Email...** from the Tools menu. The **Attaching files to email** screen will appear, Figure 24. You can also right-click on the selected records in the Record view and choose **Email...** from the menu.

To attach record data to an email:

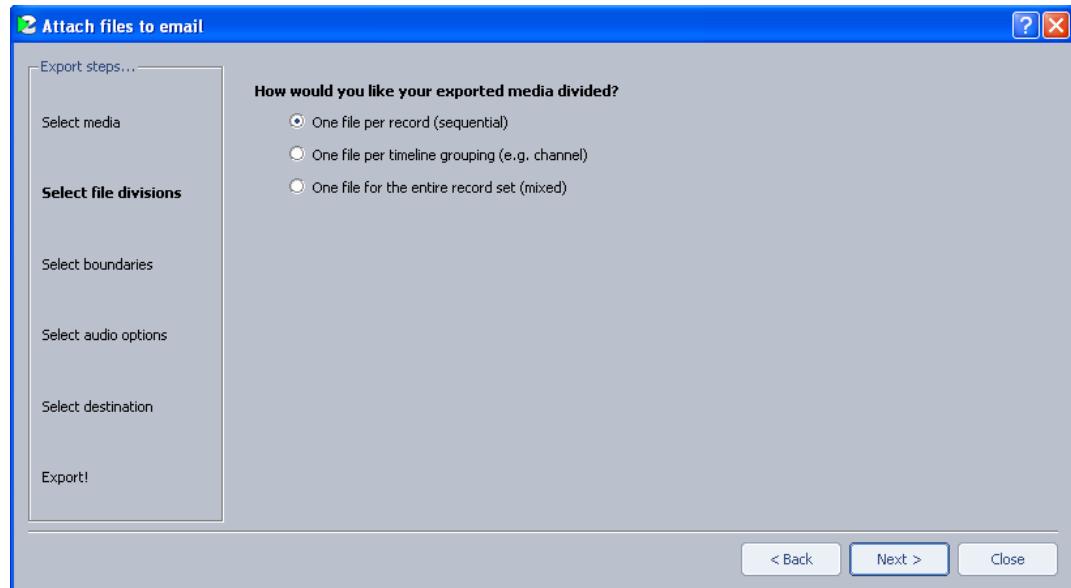
1. The first step in the **Attach files to email** screen, **Select media**, will be highlighted. Select **All media in your record list?** to export the media for all of the records listed, or select **Only selected media in your record list?** to export only selected records. Make your choice and then click the **Next >** button.

Figure 24. Attach files to an email Screen

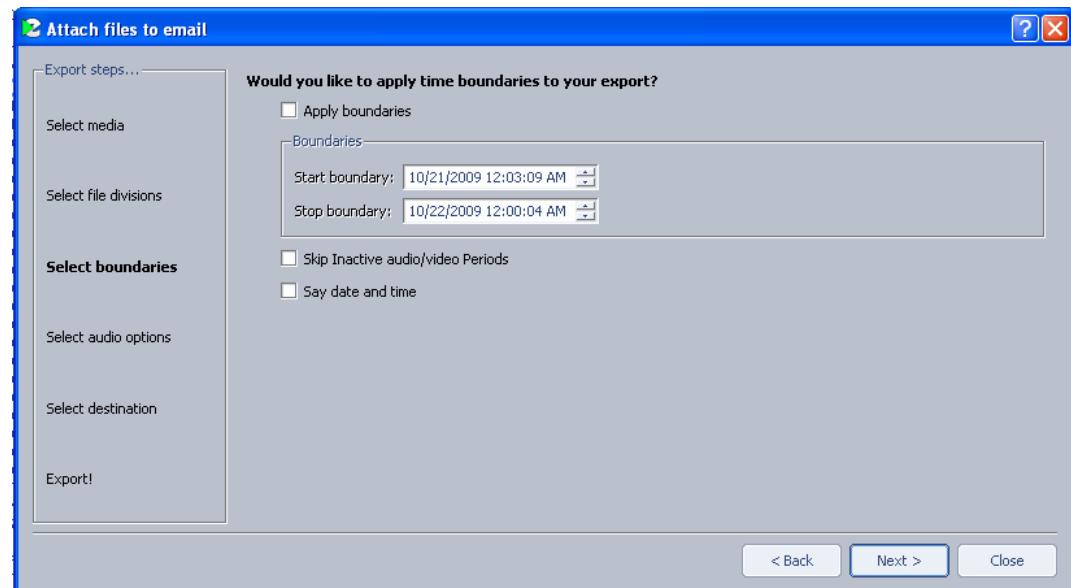


2. The second step, **Select file divisions**, will be highlighted. You may select One file per record (sequential), One file per timeline grouping (e.g. channel), or One file for the entire record set (mixed). Make your choice and then click the **Next >** button.





3. The third step, **Select boundaries**, will be highlighted. You can select the start and end time boundaries of the media to be exported (for Mixed exports only). Define a **Start boundary** and **Stop boundary** for the records. Check the **Skip Inactive audio/video Periods** box to skip the space between records. Check the **Say date and time** box if you wish to include an audio recording stating the date and time these records were exported. After making your selections, click the **Next >** button.



4. The fourth step, **Select audio options**, will be highlighted. The audio preferences only apply to files without a video component. Exports with video portions have embedded audio that does not necessarily obey these settings. For audio-only files, in the **Audio compression** box, select the type of data compression scheme you want to use. After selecting the audio options, click the **Next >** button.



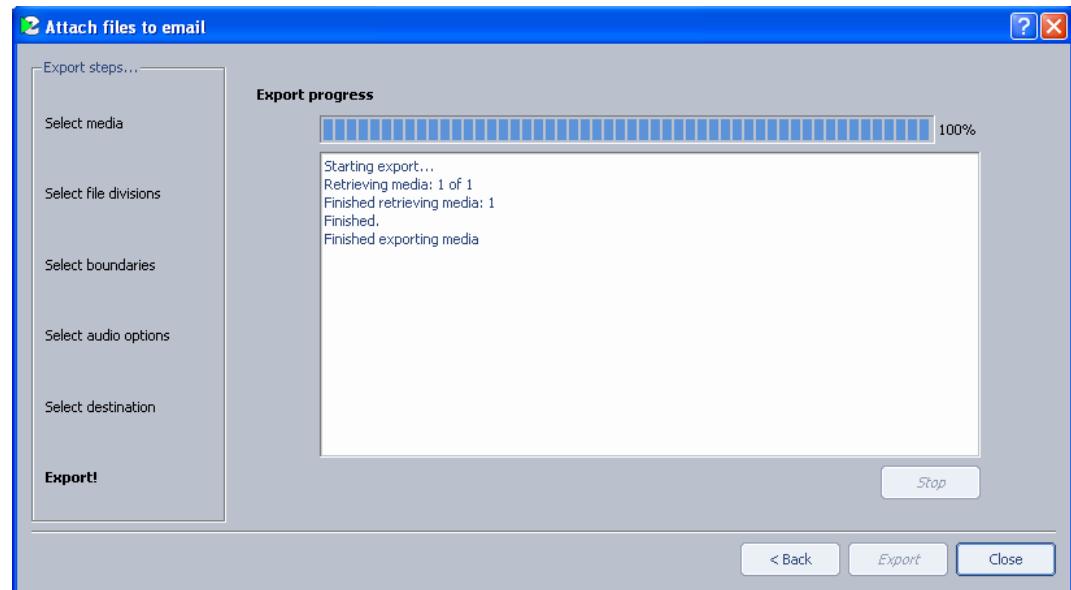


5. The fifth step, **Select destination**, will be highlighted. To **Save these settings as a preset**: enter a name for the preset in the box. The preset name can be any combination of alphanumeric characters that describe this preset. For example, you could call this “Audio Records Preset 1.” If saved as a preset, you can reuse this same set of selections when emailing again by choosing **Email Media Using Preset** from the **Tools** menu.



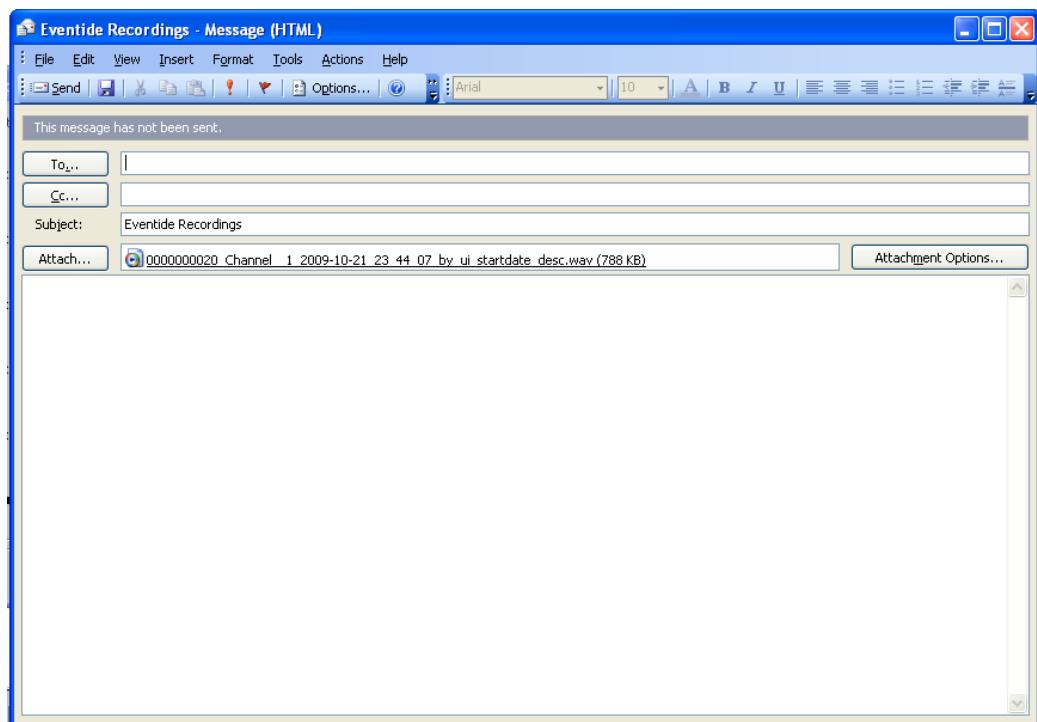
6. Click on the **Export** button to export the record data to an email. The **Export progress** dialog box will open, indicating the progress of the export.





When the export completes, an email box will appear, Figure 25, allowing you to address and send the email with the record data included as an attachment.

Figure 25. Eventide Recordings Email



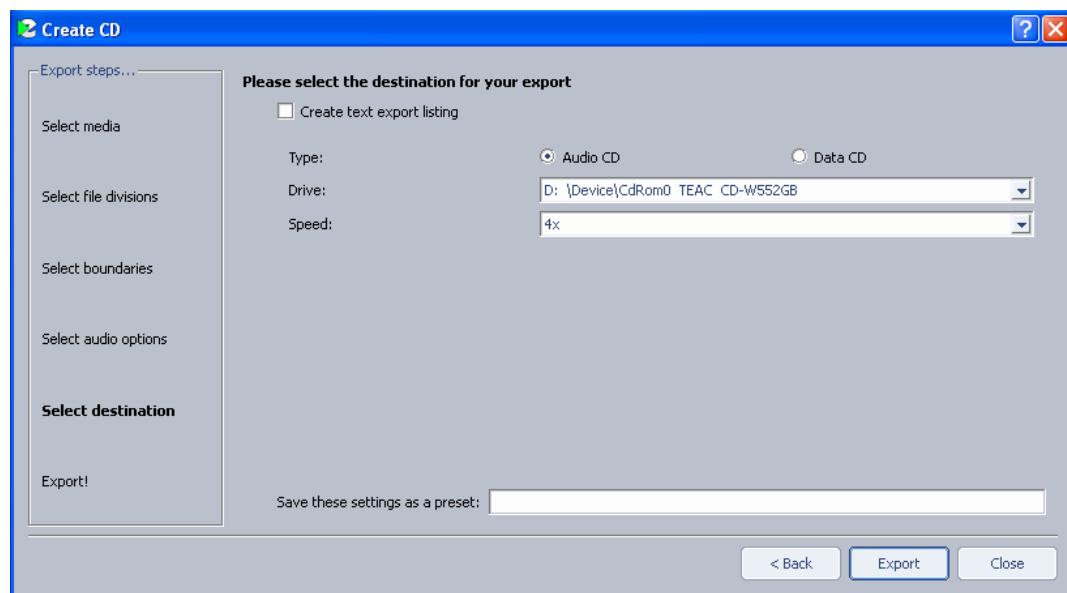
4.8. Creating CDs

Before creating a CD, you should first create an incident containing the records you wish to burn. Refer to Section 4.2. Creating an Incident for additional information. Once an incident has been created, select **Create CD...** from the **Tools** menu. The **Export Media** dialog box will appear, Figure 26. Except for the **Select destination** entry, follow the same procedure as described in 4.5. Exporting Record Data from an Incident to create a CD containing the exported record data.

You can also right-click on the selected records in the Record view and choose **Create CD...** from the menu.

For the **Select destination** entry, you must choose whether you are burning the record information to an **Audio CD** or to a **Data CD**. Also, instead of a destination folder you will need to select the **Drive** containing the CD to be burned and specify the burning **Speed**.

Figure 26. Creating a CD



To **Save these settings as a preset**: enter a name for the preset in the box. The preset name can be any combination of alphanumeric characters that describe this preset. For example, you could call this “Audio Records Preset 1.” If saved as a preset, you can reuse this same set of selections when creating another CD by choosing **Create CD Using Preset** from the **Tools** menu.

4.9. Monitoring Recorders

MediaWorks allows you to monitor the live audio feeds on a recorder. In addition, there are tools to monitor channel activity as well as the health and status of a recorder.



4.9.1. Channels Tab

The **Channels** tab, Figure 27, displays all physical channels in a list below each source and provides live status information for all physical channels on a recorder. To open a new Channels tab, select **New Tab -> Channels** from the **File** menu.

Right-clicking anywhere in the screen below the column heads displays a drop-down menu that includes two items:

- **Group** – Checking this box groups the channels by their respective recorders.
- **Filter** – Checking this box will filter out all channels that are not actively recording and display only those channels that are actively recording.

If you check the **Group by recorder** box, each connected source appears in the Channels list. Expanding the tree information reveals all channels for that source.

To sort the list of channels, click on either the **Channel Name** or **Channel Number** header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

Each channel is displayed with the Channel Name, Channel Number, and current Channel Status. To enable live monitoring of the data currently playing on a channel, toggle the **Live Monitor** icon for the selected channel. For a channel recording video information, when you select Live Monitor the video will be displayed in the upper half of the Channels tab screen. By right-clicking anywhere in the video area and choosing **Detach**, you may detach the video from the Channels screen and expand the size by dragging any of the borders. To restore the video to the Channels screen, right-click on the detached screen and select **Attach** (or click on the X in the upper right corner of the screen).

To enable recording on a channel, check the **Record Enabled** checkbox. If the checkbox is deselected, any audio or video currently being recorded will stop until the Record Enabled checkbox is re-checked. Multiple channels can be monitored simultaneously. Adjust the overall volume level for an audio channel using the volume slider at the bottom of the window.



Figure 27. Channels Tab

Channel Name	Channel Number	Live Monitor	Record Enabled	Channel Status	Start Time (Local)	End Time (Local)	Duration	DTMF	Caller ID
Channel 53	053	●	<input checked="" type="checkbox"/>	Idle					
Channel 52	052	□	<input checked="" type="checkbox"/>	Recording	2009-05-19 18:0...		04:03		
Channel 51	051	□	<input checked="" type="checkbox"/>	Idle					
Channel 50	050	□	<input checked="" type="checkbox"/>	Inactive					
Channel 49	049	●	<input checked="" type="checkbox"/>	Recording	2009-05-19 18:0...		03:46		
Channel 48	048	○	<input checked="" type="checkbox"/>	Idle					
Channel 48	048	●	<input checked="" type="checkbox"/>	Inactive					
Channel 47	047	○	<input checked="" type="checkbox"/>	Idle					
Channel 47	047	●	<input checked="" type="checkbox"/>	Inactive					
Channel 46	046	○	<input checked="" type="checkbox"/>	Idle					
Channel 46	046	●	<input checked="" type="checkbox"/>	Inactive					
Channel 45	045	○	<input checked="" type="checkbox"/>	Inactive					
Channel 45	045	●	<input checked="" type="checkbox"/>	Idle					
Channel 44	044	○	<input checked="" type="checkbox"/>	Idle					
Channel 44	044	●	<input checked="" type="checkbox"/>	Inactive					
Channel 43	043	○	<input checked="" type="checkbox"/>	Idle					
Channel 43	043	●	<input checked="" type="checkbox"/>	Inactive					
Channel 42	042	○	<input checked="" type="checkbox"/>	Idle					
Channel 42	042	●	<input checked="" type="checkbox"/>	Inactive					
Channel 41	041	○	<input checked="" type="checkbox"/>	Idle					
Channel 41	041	●	<input checked="" type="checkbox"/>	Inactive					

The status of each channel is displayed in the **Channel Status** column. A colored square indicates the current status. The colors correspond to the following states:

- **Green** – The channel is enabled, but not recording any audio.
- **Red** – The channel is enabled and recording audio.
- **Yellow** – The channel is disabled.
- **Grey** – The channel is disabled by the system or is not recognized. Consult your system administrator for details.

You may add more columns by right-clicking on any area in the column headers and selecting one or more new columns from the drop-down list of column names. Check the box associated with each column name you wish to add and the new column will appear in the Channels tab. To remove a column, uncheck the box associated with that column.

4.9.2. Instant Recall Tab

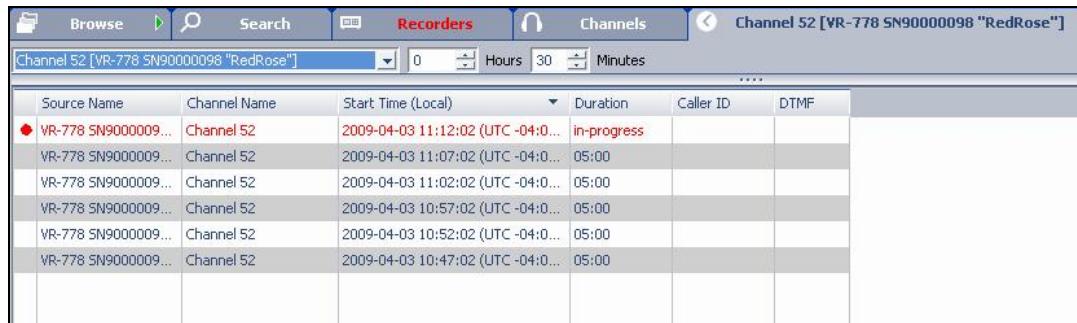
The **Instant Recall** tab, Figure 28, provides a live picture of the activity on a channel. By default, Instant Recall will contain filters for each channel name on a connected source. (To create customized filters, see Section 3.3.4. Filters Options.) The records displayed in the record view will correspond to the selected filter, and will also correspond to the specified time range. To adjust the time range, enter a new value for **Hours** and **Minutes**. Instant Recall will automatically refresh the record view.



Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

To change the channel that is displayed, select a new channel from the drop down list. The record view will again be automatically refreshed. Alternatively, you can refresh the record view by selecting **Refresh** from the **Tools** menu.

Figure 28. Instant Recall Tab



The screenshot shows a software interface with a toolbar at the top containing icons for Browse, Search, Recorders, and Channels. The 'Recorders' tab is selected. Below the toolbar is a search bar with the text 'Channel 52 [VR-778 SN90000098 "RedRose"]' and a dropdown menu. To the right of the search bar are buttons for 'Hours' and 'Minutes' with a value of 30. The main area is a table with the following data:

Source Name	Channel Name	Start Time (Local)	Duration	Caller ID	DTMF
VR-778 SN9000009...	Channel 52	2009-04-03 11:12:02 (UTC -04:0...	in-progress		
VR-778 SN9000009...	Channel 52	2009-04-03 11:07:02 (UTC -04:0...	05:00		
VR-778 SN9000009...	Channel 52	2009-04-03 11:02:02 (UTC -04:0...	05:00		
VR-778 SN9000009...	Channel 52	2009-04-03 10:57:02 (UTC -04:0...	05:00		
VR-778 SN9000009...	Channel 52	2009-04-03 10:52:02 (UTC -04:0...	05:00		
VR-778 SN9000009...	Channel 52	2009-04-03 10:47:02 (UTC -04:0...	05:00		

The Instant Recall record view can be customized in the same way as the Browse, Search, or Incident tabs. The types and number of columns, as well as the sort direction can all be changed. See Section 3.1. Working with Windows and Tabs for more information.

To play audio or video data in Instant Recall, double-click the desired record or highlight the record and press the **Enter** key. Playback of the audio or video data will begin.

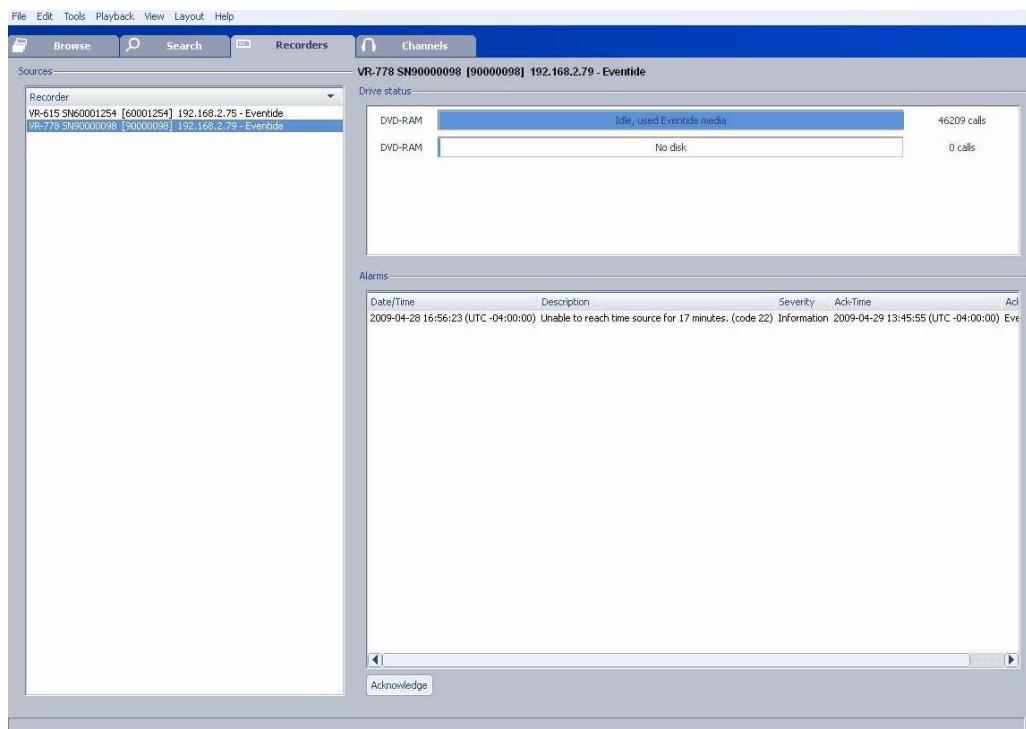
Note: Instant Recall only supports sequential record playback.

4.9.3. Recorders Tab

The **Recorders** tab, Figure 29, displays live drive and alarm information for connected sources. Select the recorder from the sources list to display the recorder's status information. The drives reflect the current number and status of drives on the selected recorder. As drives are added or removed from the recorder, (for example, a network archive) the Drive status list will automatically be updated. The Alarms list will display the current active alarms on the source. As new alarms occur, the list will automatically be updated. To acknowledge an alarm, highlight the alarm and click on the Acknowledge button. Also, consult with your system administrator about any active alarms.



Figure 29. Recorders Tab



4.10. Accessing Archives

Archives are historical records of calls that have been stored and maintained by the system administrator for future access and reference. Archives are typically made available through a designated location on a network drive, stand-alone media (DVD-RAM), or a dedicated recorder.

Note: For information on printing archive labels, see Section 4.11. Printing Labels.

4.10.1. Accessing Archives on a Network or Local Drive

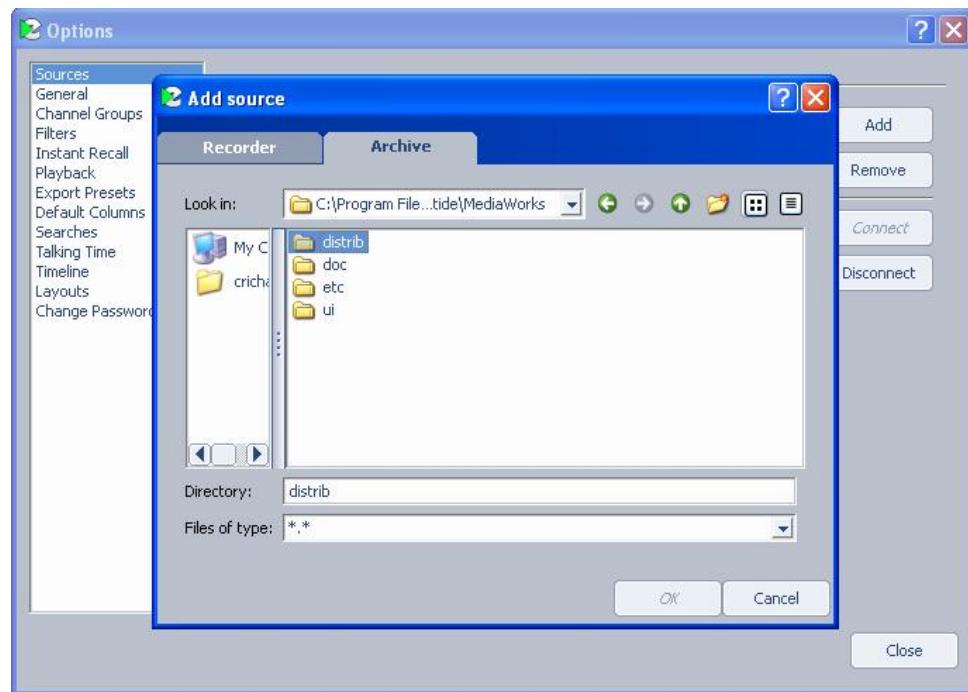
To access archival records residing on a network drive, you must first add the drive's location as a source. To locate the drive and add it as a source:

1. Select **Options** from the **Tools** menu.
2. When the **Options** screen displays, select **Sources** from list in the left pane and then click the **Add** button. The **Add source** screen will then be displayed, Figure 30.
3. Select the **Archive** tab in the Add source screen. A directory listing is displayed, which includes all network drives to which you are connected.
4. From the drop-down listing at the top of the screen, select the directory containing the archive data. Be sure the directory name is displayed in the **Directory:** box at the bottom of the screen.



- Click the **OK** button to access the directory and search for record retrieval. Search and access the records in the same way you would on the recorder.

Figure 30. Add Source - Archive Screen



4.10.2. Accessing Archives on DVD

To locate records that have been archived on a DVD, perform the following:

- With the MediaWorks program running, insert the DVD disc into the DVD drive on your PC.
- MediaWorks will automatically detect that the disc contains archives of call records and display an alert asking you: **“Do you want to load the archive found at D:\?”**
- Click the Yes button and MediaWorks will scan the disk's contents and automatically load the records into the application. The archived records will subsequently be displayed in the channel area of the main screen. All records in the archive are now searchable and retrievable.
- If the auto-detect does not work, you can manually select the archive by selecting the DVD drive and then selecting the appropriate directory.

Note: An archive in the Search panel is displayed with a yellow rectangle preceding the archive name. Moving the mouse over the listing displays a tool tip naming the archive and the date range for the records it contains.

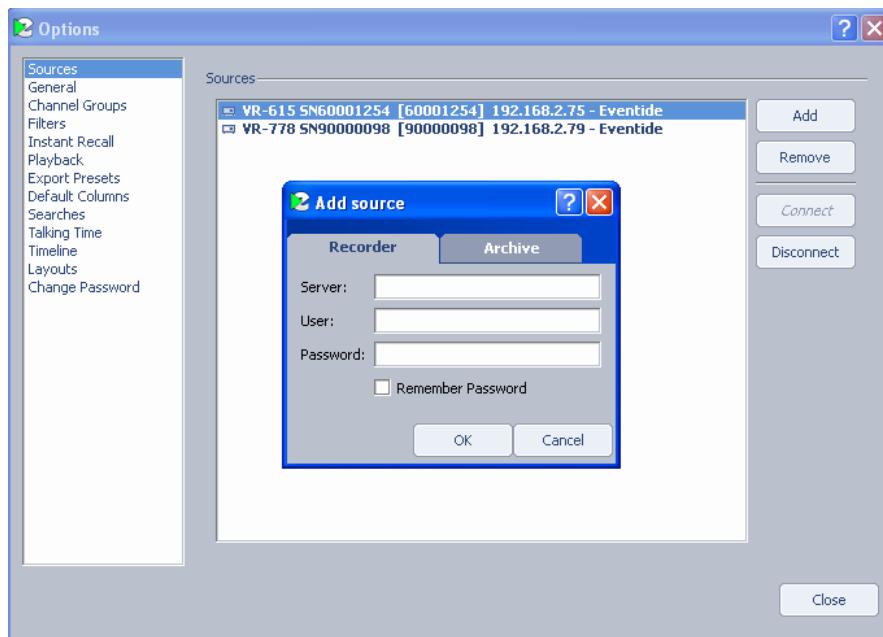


4.10.3. Accessing Archives on a Recorder

If the archives reside on a dedicated recorder, you can connect to that recorder just as you would any other recorder.

1. Select **Options** from the **Tools** menu.
2. When the **Options** screen displays, select **Sources** from list in the left pane and then click the **Add** button. The **Add source** screen will then be displayed, Figure 31.
3. Select the **Recorder** tab in the Add source screen.

Figure 31. Add Source - Recorder Screen



4. Enter the IP address of the recorder containing the archives in the **Server:** box.
5. Enter your assigned user name and password in the **User:** and **Password:** boxes respectively.
6. Click the **OK** button. The recorder will now be displayed in the **Sources** box. The archive on the recorder is displayed as its own entity, both in the Options/Source screen and in the Channel section of the Search panel of the MediaWorks main screen.

All records in the archive are now ready to be actively searched and accessed.

4.11. Printing Labels

MediaWorks allows you to use a client-based label printer to print labels for identifying media and archives. For example, you can print a label for a DVD-



RAM archive that was created on a connected recorder. The label will include identifying information for the archive, such as the dates of the first and last calls.

Client-based Label Printers: These printers connect to a Microsoft Windows* PC and print through the Eventide MediaWorks program. The supported printers include the Seiko* Smart Label Printer SLP-440 and the Dymo* LabelWriter 450 Professional Label Printer.

Requirements

- Client-based label printing is supported in Eventide MediaWorks v1.9.5 or later with recorders using Atlas Recorder software v1.9.5 or later. It will not work with versions prior to this.
- Before printing archive labels, the recorder where the archiving occurred must be accessible. (See Section 2.2. Starting MediaWorks and Adding a Source and Section 3.3.1. Sources Options).
- The label printer must be installed and working. (Follow the setup instructions that came with the label printer.) See also the following Printer Setup Tips.

Printer Setup Tips

After you have installed your label printer, it is a good idea to set the **Printing Defaults** and **Printing Preferences** to work with Eventide MediaWorks. This includes setting the label size and orientation. Use the following guidelines to configure the settings.

1. Open the printer properties. You can do this from the Microsoft Windows* **Start** menu, by opening **Control Panel, Printers and Faxes**, and selecting your label printer. Then from the **Printer** menu, select **Properties**.
2. Set the label size and orientation in Printing Preferences. These can be found in Properties by clicking the **Printing Preferences** button on the **General** tab. Then, on the **Layout** tab, click on **Landscape** Orientation. Then, click the **Advanced** button and click on the **Paper Size** that is closest to the labels that you are using. Click the **OK** button to accept the paper size settings. Click the **OK** button to accept the Printing Preferences settings.
3. Also, set the same label size and orientation in Printing Defaults (for all users). The **Printing Defaults** button is usually found on the **Advanced** tab. Make the same changes as you did for Printing Preferences.

Archive List Label Printing

On the **Tools** menu, select **Archive List**, which allows you to print labels for archived data.



The Archive List screen, Figure 32, displays a list of connected recorders on the left, and on the right, a list of archives that have been created by the selected recorder. (The screen can be enlarged by clicking and dragging the borders.)

Figure 32. Archive List

Recorder	Archive History						
	ID	First Recording	Last Recording	Media Type	Status	Count	Protected Until
VR-778 SN90000013 [90000013] 19...	297	2008-02-01 14:08:28 (UTC -05:00:00)	2008-02-01 14:08:28 (UTC -05:00:00)	USB	Deleted	8	
VR-615 SN69000001 "Hyacinth" [690...	292	2007-12-31 19:00:00 (UTC -05:00:00)	2007-12-31 19:33:11 (UTC -05:00:00)	USB	Deleted	968	
	264	2007-12-31 19:00:00 (UTC -05:00:00)	2008-01-01 13:19:16 (UTC -05:00:00)	DVD-RAM	Full	30498	
	281	2008-01-07 09:38:28 (UTC -05:00:00)	2008-02-01 17:42:00 (UTC -05:00:00)	DVD-RAM	Partially Full	3440	
	278	2008-01-07 07:45:26 (UTC -05:00:00)	2008-02-01 17:46:13 (UTC -05:00:00)	UNK	Partially Full	6730	
	276	2008-01-06 19:00:00 (UTC -05:00:00)	2008-02-01 17:46:13 (UTC -05:00:00)	DVD-RAM	Deleted	42	
	267	2008-01-07 10:31:50 (UTC -05:00:00)	2008-01-07 11:31:53 (UTC -05:00:00)	DVD-RAM	Deleted	1696	
	265	2008-01-07 09:05:47 (UTC -05:00:00)	2008-01-07 09:38:28 (UTC -05:00:00)	DVD-RAM	Deleted	904	
	259	2008-01-07 07:18:37 (UTC -05:00:00)	2008-01-07 07:25:05 (UTC -05:00:00)	USB	Deleted	701	
	256	2008-01-07 08:56:56 (UTC -05:00:00)	2008-01-07 09:05:47 (UTC -05:00:00)	DVD-RAM	Deleted	3314	
	254	2008-01-07 07:17:12 (UTC -05:00:00)	2008-01-07 07:39:38 (UTC -05:00:00)	UNK	Partially Full	4290	
	252	2008-01-07 07:02:39 (UTC -05:00:00)	2008-01-07 07:17:12 (UTC -05:00:00)	UNK	Partially Full	3769	
	251	2008-01-07 06:49:31 (UTC -05:00:00)	2008-01-07 07:02:39 (UTC -05:00:00)	UNK	Partially Full	3356	
	250	2008-01-07 06:43:54 (UTC -05:00:00)	2008-01-07 06:49:31 (UTC -05:00:00)	UNK	Partially Full	3016	
	249	2008-01-07 06:32:20 (UTC -05:00:00)	2008-01-07 06:43:54 (UTC -05:00:00)	UNK	Partially Full	2770	

The list of archives on the right shows the most recent archive at the top (the highest archive ID). You can also sort the list in ascending or descending order by clicking on any column heading once or twice.

To print an archive label, select the recorder on the left side, and then select the desired archive on the right side. Click the **Print Label** button. (If you click the Print Label button without selecting an archive, the most recent archive in list will be selected for you.) This displays a standard Microsoft Windows printer dialog. Select the label printer and click OK.

4.12. Generating Reports

MediaWorks has the capability of creating multiple types of reports by generating:

- A report from an active search.
- A report using the Reports screen.

4.12.1. Generating a Report From an Active Search

MediaWorks can generate the following types of reports using an active search:

- Selected Records
- All Records

To generate a report listing either selected records or all records from your most recent search, perform the following:



1. Select **Print Records...** from the **File** menu. The Print Records screen, Figure 33, will be displayed.

Figure 33. Print Records Screen



2. Select either **Selected Records** or **All Records** from the **Print Records** Options screen. This action automatically launches an HTML-based rendering of the report in your default browser.
Note: If you choose **Selected Records**, you must first highlight one or more records from your search results.
3. To include the notes associated with the records, check the **Include Notes** box.
4. To include the audit history associated with the records, check the **Include Audit History** box.
5. After reviewing the listing, click the **Print** button to create a hard copy of the report, Figure 34.



Figure 34. Call Records Report

Call Records					
Source Name	Channel Name	Start Time (Local)	Duration	Caller ID	DTMF
VR-778 SN90000098	Channel 4	2009-04-30 09:59:07 (UTC -04:00:00)	03:44		
VR-778 SN90000098	Channel 4	2009-04-30 10:02:53 (UTC -04:00:00)	00:41		18392877707736608879736608879
VR-778 SN90000098	Channel 4	2009-04-30 10:03:40 (UTC -04:00:00)	00:45	7325722704	170779898077353612477735361247
VR-778 SN90000098	Channel 4	2009-04-30 10:04:30 (UTC -04:00:00)	00:16	6038709302	
VR-778 SN90000098	Channel 4	2009-04-30 10:04:51 (UTC -04:00:00)	02:02	7325722704	0217675245210833805107732658623155692434
VR-778 SN90000098	Channel 4	2009-04-30 10:06:56 (UTC -04:00:00)	00:17	6038709302	
VR-778 SN90000098	Channel 4	2009-04-30 10:07:17 (UTC -04:00:00)	02:02	7325722704	102176752452083380511773265862355692434
VR-778 SN90000098	Channel 4	2009-04-30 10:09:22 (UTC -04:00:00)	00:16	6038709302	
VR-778 SN90000098	Channel 4	2009-04-30 10:09:52 (UTC -04:00:00)	00:21	92838987	
VR-778 SN90000098	Channel 4	2009-04-30 10:10:28 (UTC -04:00:00)	00:09		
VR-778 SN90000098	Channel 4	2009-04-30 10:10:39 (UTC -04:00:00)	00:15	92838986	
VR-778 SN90000098	Channel 4	2009-04-30 10:11:16 (UTC -04:00:00)	00:10	92838987	

4.12.2. Generating a Report From the Reports Screen

The MediaWorks Reports screen provides three predefined report types:

- Channel Activity Summary
- Daily Statistics Summary
- Channel Activity

Channel Activity Summary Report

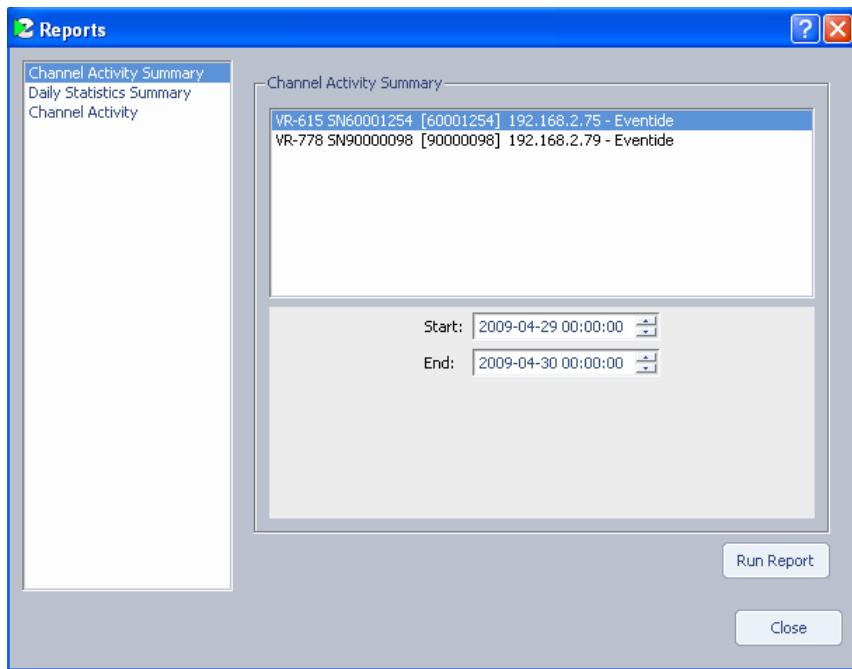
The Channel Activity Summary report logs all channel activity by date range.

To generate a Channel Activity Summary report, perform the following:

1. Select **More Reports...** from the **File** menu. This will cause the **Reports** screen to display, Figure 35.
2. From the Reports screen, select Channel Activity Summary.



Figure 35. Reports Screen



3. Select the recorder on which you wish to generate the report.
4. Select a **Start** date and time and an **End** date and time. Then click the **Run Report** button. MediaWorks will now generate a Channel Activity Summary report.
5. After reviewing the listing, click **Print** from your browser's **File** menu to create a hard copy of the report, Figure 36.

Figure 36. Channel Activity Summary Report

Channel Activity Summary			
VR-615 SN60001254 [60001254] 192.168.2.75 - Eventide: 2009-04-29T00:00:00 - 2009-04-30T00:00:00			
Channel	Number of Calls	Minimum Duration (Secs)	Maximum Duration (Secs)
Channel 7	1050	0	31
Channel 3	1066	0	22
Channel 4	1066	0	22
Channel 6	1050	0	31
Channel 2	1324	0	5
Channel 8	1050	0	31
Channel 1	1324	0	5
Channel 5	1050	0	31

Note: The Channels and Interval selection areas are disabled for the Channel Activity Summary report.



Daily Statistics Summary Report

The Daily Statistics Summary report details all activity for the selected recorder by individual date(s).

To generate a Daily Statistics Summary report, perform the following:

1. Select **More Reports...** from the **File** menu. This will cause the **Reports** screen to display.
2. From the Reports screen, select Daily Statistics Summary.
3. Select the recorder on which you wish to generate the report.
4. Select a Start date and time and an End date and time. Then click the Run Report button. MediaWorks will now generate a Daily Statistics Summary report.
5. After reviewing the listing, click Print from your browser's File menu to create a hard copy of the report, Figure 37.

Figure 37. Data Statistics Summary Report

Daily Statistics Summary								
Date	Oldest Call	Current Arch. Date	Calls	Calls/Day	Audio Calls	Audio Size (KB)	Size (KB) not arch.	Calls not arch. Archived Audio (KB)
2009-04-29 00:30:00	2009-04-12 00:30:00	2009-04-14 23:22:14	641359800	999999	209670	311802822	1484047986	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 00:27:33	641363400	999999	209612	311802573	1484414456	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 01:33:56	641367000	999999	209570	311801454	1484760395	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 02:38:25	641370600	999999	209580	311803689	1485060636	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 03:42:43	641374200	999999	209589	311800472	1485360190	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 04:47:15	641377800	999999	209570	311801686	1485647015	999999
-	-	-	-	-	-	-	-	-
2009-04-29 04:00:00	2009-04-13 04:00:00	2009-04-14 05:57:16	641381400	999999	209515	311802499	1485985438	999999



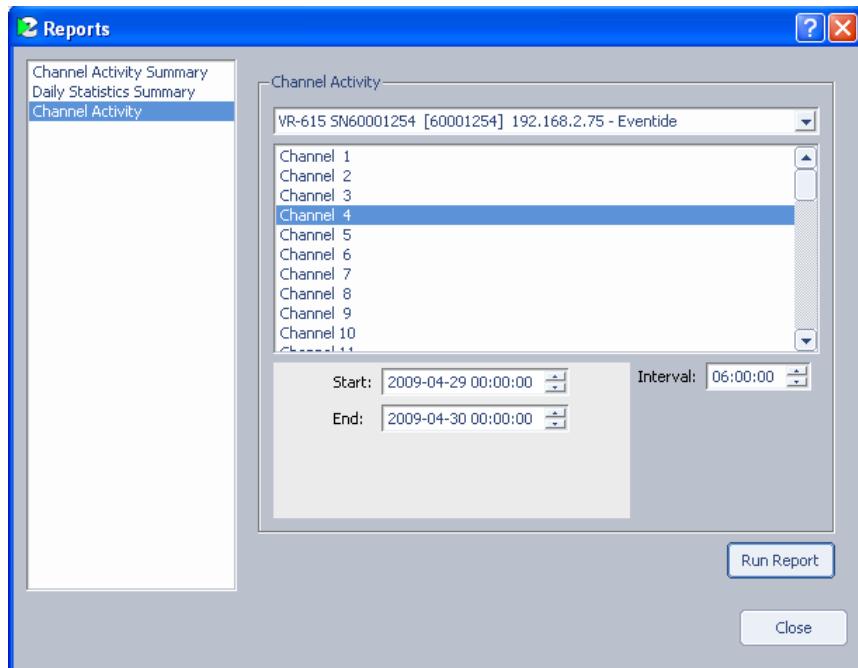
Channel Activity Report

The Channel Activity report logs all channel activity for the selected channel(s) on the selected recorder by date range.

To generate a Channel Activity report, perform the following:

1. Select **More Reports...** from the **File** menu. This will cause the **Reports** screen to display, Figure 38.
2. From the **Reports** screen, select **Channel Activity**.
3. Select the recorder on which you wish to generate the report.
4. Highlight the channel or channels to include in the report.

Figure 38. Channel Activity Screen



5. Select a **Start** date and time and an **End** date and time.
6. Select a time **Interval**. The shorter the time interval you select, the more frequent the reporting cycles will occur in the report.
7. Click the **Run Report** button. MediaWorks will now generate a Channel Activity report.
8. After reviewing the listing, click **Print** from your browser's **File** menu to create a hard copy of the report, Figure 39.



Figure 39. Channel Activity Report

Channel Activity		
VR-778 SN90000098 [90000098] 192.168.2.79 - Eventide: Channel 4		
2009-04-15 00:00:00 (UTC -04:00:00) - 2009-04-15 06:00:00 (UTC -04:00:00)		
Channel	Start Time (UTC)	Number of Calls
Channel 4	2009-04-15 00:00:00 (UTC -04:00:00)	382
2009-04-15 06:00:00 (UTC -04:00:00) - 2009-04-15 12:00:00 (UTC -04:00:00)		
Channel	Start Time (UTC)	Number of Calls
Channel 4	2009-04-15 06:00:00 (UTC -04:00:00)	377
2009-04-15 12:00:00 (UTC -04:00:00) - 2009-04-15 18:00:00 (UTC -04:00:00)		
Channel	Start Time (UTC)	Number of Calls
Channel 4	2009-04-15 12:00:00 (UTC -04:00:00)	389
2009-04-15 18:00:00 (UTC -04:00:00) - 2009-04-16 00:00:00 (UTC -04:00:00)		
Channel	Start Time (UTC)	Number of Calls
Channel 4	2009-04-15 18:00:00 (UTC -04:00:00)	383





5. Frequently Asked Questions

Question	Answer
How can I work with an incident in Microsoft Excel?	Information can be moved to Microsoft Excel using the copy and paste commands. In any record view, first select one or more records. Then copy the record to the clipboard. Switch to Excel and paste the information into the spread sheet.
I need to mail an incident to someone. How do I include the audio with the list of records?	MediaWorks supports this as an option for local incidents. With the local incident open, press the Properties button. In the dialog box that appears, ensure that the Save Audio With Incident box is checked. When the incident is saved, the audio data will be downloaded and saved within the incident. After the audio is downloaded, you can email the incident to someone and they will be able to open the email and listen to the audio without needing access to the recorder.
Why can't I drag a single record and append it to an open incident?	From the Tools → Options → General menu, check that the Enable 'drag selection' in record view box is not checked. When this option is enabled, clicking and dragging in a record view will initiate a selection operation. A second click is required within the selection to begin dragging the selected records. Disabling this option will allow a click + drag to start dragging the selected records immediately.
How can I search for records across more than a single month?	The calendar in the Search tab allows you to select records across more than one month. After selecting one or more days in one month in the calendar, click the forward or backward arrow to navigate to a different month. While holding the Ctrl key down, select additional days in the second month. If you need to select a range of days across more than one month, hold down the Shift key before selecting the days in the first month. When you do this, the range of days from your first selection can be carried across to second month, as long as you hold the Shift key down during the selection



Question	Answer
	<p>process.</p> <p>Alternatively, you may select the Date Range mode from the Date drop-down menu.</p>
How do I play back a set of records in the Mixed mode?	<p>You can play back records in the Mixed mode from the Search, Browse, or Incident tab by right-clicking the list of records and selecting Start Mixed Playback from the drop-down menu.</p> <p>You can also start mixed playback from the Timeline by right-clicking a particular time and selecting Start Mixed Playback.</p>
I don't see any sources when I try to Browse or Search for records. Where did the records go?	<p>MediaWorks will remember all of the sources you have ever added. If a recorder becomes unavailable (for example, it is powered down for maintenance), you may need to reestablish a connection to it.</p> <p>From the Tools → Options → Sources menu, locate your recorder in the list and click the Connect button to reconnect to it. If your recorder does not appear in the list, you will need to add it. For more information about adding a recorder, see Section 3.3.1. Sources Options.</p>
I've found a problem with MediaWorks. What should I do?	<p>In addition to the Frequently Asked Questions, you should consult any release notes for information regarding your version of MediaWorks.</p> <p>Also, see Chapter 6. Reporting Problems.</p>





6. *Reporting Problems*

It is Eventide's policy to work directly with dealers, not end users. Your dealer must report your problem to Eventide with the following information in order to process the service/support request:

- Serial number(s) of the affected recorder(s).
- Software versions for both the recorder(s) and MediaWorks.
- Severity of the issue, including a detailed description.
- Contact information (phone and email) for the dealer and on-site technician.

To contact Eventide customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email support@eventide.com.



